



Responsible Gaming Office Coordinator

Crown Position Description

Position Number		Department	Responsible Gaming
Position Title	Responsible Gaming Office Coordinator	Location	Operations/Corporate
Reports To (role)	Responsible Gaming Operations Manager	Last Modified	
Number of Direct Reports	Nil	Number of Indirect Reports	Nil
Licences Required	A	Role Breadth	Crown Melbourne

Position Summary

Reporting to the Responsible Gaming Operations Manager, the Responsible Gaming Office Coordinator is responsible for the day to day support of the Responsible Gaming Support Centre staff and management and be the first point of contact for most internal and external customers. This position requires the incumbent to be highly organised, flexible and have exceptional customer service skills.

This position is responsible for providing administrative, audit and clerical support to the team in the areas of general office administration, data entry and other support as required. As the first point of contact for Responsible Gaming Support Centre (RGSC) visitors and customers (internal and external), the incumbent provides an exceptional level of customer service and is sensitive to the multifaceted visitor and customer needs.

Key Result Areas

Key Position Accountabilities	% of Role	Key Activities and Tasks	Outputs & Measures
General Administrative Support and Centre maintenance	40%	<ul style="list-style-type: none"> Prepare and maintain Self-Exclusion files, folders and documents Update relevant databases Coordinate team meetings and the booking of rooms and equipment for team members Type and format documents and presentations for team members Maintenance and provision of RGSC Visitor Packs Maintenance of the RGSC ensuring a high standard of presentation, cleanliness, including follow up on cleaning matters and logging and overseeing maintenance jobs including computer and kitchen equipment Maintenance and ordering of Crown Melbourne and Help Services brochure stocks, team stationery and office/kitchen supplies Other administrative duties for Responsible Gaming and Responsible Gaming Support 	<ul style="list-style-type: none"> All administrative tasks performed effectively and efficiently Adequate supplies of equipment and stationery maintained at all times All documents filed/archived appropriately and able to be retrieved Team feedback Team Manager feedback Team can always get supplies as required Documents able to be retrieved easily

		<ul style="list-style-type: none"> Centre Management as required Managing the archiving needs for the department Preparation of agendas and minutes at various Responsible Gaming meetings Processing departmental concur and making travel arrangements Creating and follow up on purchase orders Coordination of training and maintaining departmental training records Perform assigned photocopying Meet with the VCGLR for the transfer of documents Coordination of the department G:Drive and archiving Maintenance of the department intranet page Duress alarm testing as required 	
Customer Service and Communication	35%	<ul style="list-style-type: none"> Maintain confidentiality Greet visitors and customers Attend to customer care in reception Dealing with upset/difficult patrons Key point of contact and handling all incoming calls and distribute telephone communication requests and information to the appropriate member of the RG team Respond to basic incoming queries for the Responsible Gaming Liaison Officer Good work relationship and understanding of other business units Maintain Responsible Gaming Support Centre Meeting Diary for scheduling of meetings in counselling and meeting room Maintain diary for RG Management Interacting with other team members and departments Comprehensive knowledge of Crown Melbourne Log and respond to Responsible Gaming follow up 	<ul style="list-style-type: none"> All incoming calls answered efficiently Queries and requests redirected appropriately Basic customer queries answered Customer feedback Team member feedback Feedback from other Crown Melbourne departments Team members do not receive basic queries Timely follow up of any service issues Meeting diary Outlook meeting requests Mail distribution Appropriate emails Team member feedback Manager feedback Compliance with corporate communication policies
Data Entry and Reporting	20%	<ul style="list-style-type: none"> Checking Daily Operation Report entries in database Updating and maintaining databases Coordination of Revocation Applications Regular auditing of data in database against files and departmental information Assisting with and reporting on audits as required Preparation of analytical documents including data entry and graphs Record accruals for month and submit to Finance Department to be included in the end of month accounting 	<ul style="list-style-type: none"> Monthly Reports for Team Manager Entry of all necessary information into database Creation of mail for delivery Team feedback Accurate reports delivered on time No errors in database Timeliness of mail All invoices processed on time Payment terms of creditors met Accurate records No contact from creditors chasing payments Error free team financial records Irregular financial transactions resolved

		<ul style="list-style-type: none"> Process and submit all team invoices to Accounts Payable Perform regular reconciliations of team expenses against accounts Maintain the Responsible Gaming Contact register 	
Health and Safety	5%	<ul style="list-style-type: none"> Adhere to CrownSAFE policy, procedures and systems relating to health and safety Take reasonable care for own and others health and safety; Cooperate with Crown in relation to actions taken to comply with Occupational Health & Safety Legislation. Not wilfully or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare. To inform the appropriate manager of any health & safety problem or defect which may give rise to danger and reporting promptly any incident which may occur 	<ul style="list-style-type: none"> Hazards/Incidents reported immediately Performance management Participation in safety committees, workplace inspections, risk assessments etc. Training records

Qualifications and Experience

Qualifications	<ul style="list-style-type: none"> Certificate IV in Business Administration desirable Secondary School certificate
Experience	<ul style="list-style-type: none"> Relevant experience in a Receptionist, Administration, Customer Service role 1 – 2 years' experience in providing administrative support, either to a team or in general office administration environment 1 – 2 years' experience in a role which deals with customers, a wide variety of internal and external contacts Knowledge of Microsoft office software e.g. word, excel, PowerPoint, outlook Crown data base knowledge desirable

Skills and Knowledge

Skill or Knowledge Area	Proficiency Required	Why is this required
Microsoft Office software	Intermediate	Typing and formatting of reports, documents, and presentations for team members. Role is also likely to be called upon to assist team members with queries in this area
Departmental database	Intermediate	The entry of data into the departmental database and the regular running of reports
Accounts payable and receivable	Basic	The processing of departmental invoices and performing basic accounts reconciliations
Communication	Advanced	This role is the key point of contact for people contacting the team. This role must deal with a range of external and internal contacts in a friendly and efficient manner
Negotiation	Basic	This role will occasionally have to negotiate with people internal and external to the organisation on routine matters, such as access to resources such as rooms and equipment, and dealing with upset or impatient customers and clients
Office administration	Advanced	This role is the key administrative resource for the team

Planning and organisation	Advanced	This role is expected to coordinate the team and the flow of information for the team
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Key Relationships/Interactions

Role	Internal/External	Frequency	Purpose/Nature of Contact
Responsible Gaming Liaison Officers	Internal	Daily	To receive tasks and inform of incoming queries and requests
Responsible Gaming Psychologists	Internal	Daily	To receive tasks and inform of incoming queries and requests
Chaplain	Internal	Daily	To receive tasks and inform of incoming queries and requests
Responsible Gaming Operations Manager	Internal	Daily	To receive longer term tasks and duties and to inform of status current tasks
General Manager Responsible Gaming	Internal	Daily	To receive tasks and inform of incoming queries and requests
Customers	External	Daily	To receive initial communication and direct query to appropriate team members
Other Departments	Internal	Daily	To receive queries and requests and redirect to appropriate team members. Resolution of basic queries
External Help Service Providers	External	Weekly	To receive queries, arrange meetings and manage brochure levels

Decision Making and Advice

Decisions this role makes alone	<ul style="list-style-type: none"> Ordering of office supplies, stationery and kitchen stock Maintain and organise appointments and availability on designated dates – notification to Psychologist and Chaplaincy appointments scheduled Maintain Responsible Gaming Support Centre Meeting Diary for scheduling of meetings in counselling and meeting room Maintain and Monitor Brochures supplies as required Resolution of basic customer queries
Decisions this role makes under guidance	<ul style="list-style-type: none"> Selection of new products to order
Advice/Recommendations this role provides	<ul style="list-style-type: none"> Assistance to team members on administration matters and queries Advice to customers on basic matters
Decisions this role escalates	<ul style="list-style-type: none"> Any customer query that is not basic in nature

Financial Impact and Accountability

Direct Financial Accountability	None
Indirect Financial Influence (optional)	Responsible Gaming Departmental Budget

Other Information

The Responsible Gaming Office Coordinator has frequent access to confidential customer information. It is imperative that strict levels of confidentiality are maintained at all times.

Organisational Chart

