



Position Title: Racing Services & Registrations Officer	Department: Racing
<input type="checkbox"/> Change to Existing Position	Date: 06/02/2019
Reports To (Position): Supervisor	Racing Services & Registrations
Position that report to this position:	N/A
Name of Present incumbent (if applicable)	

PRIMARY PURPOSE OF ROLE:
<p>To provide superior customer service to GRV stakeholders, participants and visitors. This role is responsible for the administration (data-entry and data-base management) of GRV's regulatory responsibilities which include the registration of owners, trainers and greyhounds in the state of Victoria.</p> <p>The Racing Services and Registrations Department is also responsible for the recording of race nominations and scratchings.</p>
SCOPE:
<p>Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the State level with animal welfare and integrity as its key priorities.</p> <p>GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position. This will help GRV to professionally regulate, conduct and promote greyhound racing and welfare in Victoria with integrity and care, and to ensure an engaging, ethical and sustainable sport."</p> <p>Our vision is "Victorian greyhound racing is a vibrant and exciting sport with a substantive future, it is trusted and accountable, closely engaged with participants and local communities; We are dedicated to ensuring greyhounds are respected with the utmost care and responsibility throughout their entire lives."</p> <p>The Racing Services and Registrations Officer will assist in meeting this objective through the professional, timely and superior customer service delivered to existing industry participants and new entrants. Customer contact in this environment is principally by phone and e-mail communication however some face-to-face contact is made.</p>
FREEDOM TO ACT/DECISION MAKING:
Nil

FREEDOM TO ACT/DECISION MAKING:

Nil

KEY RESULT AREA	ACCOUNTABILITY/ACTIVITY	KEY PERFORMANCE INDICATOR
Area of focus	What activities are you responsible for?	How will you know this has been achieved?
Customer Service	<ul style="list-style-type: none"> ▪ Respond to general enquires in a timely and professional manner at all times ▪ Respond to email enquiries, providing clear and concise responses and where appropriate provide recommendations ▪ Communicate to industry participants in verbal, written and electronic forms ▪ Assist stakeholders navigating GRV Website and GRV's Operating System ▪ Assist industry participants to update their personal details ▪ Assist participants in adhering to registration timelines to ensure compliance ▪ Respond to reception enquiries and attend to the needs of the customer in a professional and expedient manner ▪ Process payments made over the telephone by industry participants ▪ Manage GRV's enquiries by forwarding calls, taking messages and directing messages to appropriate internal staff ▪ Undertake reception duties as required –meet and greet visitors, answer telephone calls, take telephone messages, maintain reception area, reconcile daily banking, incoming and outgoing mail distribution 	<ul style="list-style-type: none"> ▪ Customer/Industry Feedback ▪ Victorian participants are registered in line with GRV rules and policies
Administration	<ul style="list-style-type: none"> ▪ Record race nominations and race day scratchings ▪ Confirm and finalise race day scratchings ▪ Process applications for registration of litters and greyhounds in accordance with RSRD customer services standards ▪ Process applications for the race naming of greyhounds in conjunction with Greyhounds Australasia ▪ Process other departmental applications relating to greyhound ownership, breeding registration, vaccine records etc. ▪ Submit applications for registration on behalf of industry participants in accordance with RSRD customer service standards 	<ul style="list-style-type: none"> ▪ Accuracy of Processing ▪ Accuracy of Reports ▪ Victorian greyhounds are registered and eligible to race per GRV rules and policies

	<ul style="list-style-type: none"> ▪ Issue Greyhound Identification Cards and Greyhound Breeding Identification cards ▪ Take and manage bookings for Greyhound Adoption Program pre-assessment sessions ▪ Compile reports pertaining to compliance levels ▪ Identify opportunities for improvement in customer service delivery and administrative processes ▪ Undertake various projects and research as directed by the Racing Services and Registrations Supervisor or Racing Services and Registrations Manager ▪ Undertake any other tasks as reasonably directed from time to time by the Racing Services and Registrations Supervisor or Racing Services and Registrations Manager 	
OHS	<ul style="list-style-type: none"> • Maintain a safe working environment in your area of responsibility. • Ensure that OH&S principles and guidelines are adhered to. • Report any breach in OH&S. Document any hazard and make suggestions / recommendations for improvements. • Report accidents and injuries and near misses as per GRV Policy and Guidelines. • Provide and maintain so far as is practicable a working environment that is safe and without risk to health. • Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. • Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and GRV policies and promote a working environment that is congruent with these guidelines. 	<ul style="list-style-type: none"> • Role model safe work practices ensuring adherence to OHS policy and procedures • Report incident/accident/hazard in the workplace in a timely manner • Actively Support and Promote OHS

KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
Industry Participants	General Manager Racing
Greyhounds Australasia	Manager Racing Services and Registrations
Interstate Greyhound Racing Authorities	Racing Services and Registrations Supervisor

General Public	All other Internal GRV Staff, including CEO and General Managers
External Stakeholders	

PERSON SPECIFICATION

EDUCATION/QUALIFICATION

ESSENTIAL	DESIRABLE
N/A	

SKILLS/KNOWLEDGE

ESSENTIAL	DESIRABLE
Strong customer service skills including the ability to identify recommend and implement changes to service standards to meet the needs of customers	A strong understanding of the Greyhound Racing Industry is advantageous
Strong communication skills both verbal and written including presentation and report writing competencies	Good skills in MS word, excel and outlook
An ability to develop effective work place relationships and constructively deal with conflict if it arises	
An ability to prioritise competing demands, accurate data-entry skills and strict attention to detail	
Leadership	
Customer Focussed	
Professional telephone manner	

ATTRIBUTES

ESSENTIAL	DESIRABLE
Integrity	Ability to Multi-task
Transparent	Self-Motivated
Collaborative	Lateral Thinker
Safety	
Responsive	

Progressive	
Punctuality	

EMPLOYMENT CONDITIONS

- Terms and Conditions of employment are per the current GRV Employee Enterprise Agreement 2016
- The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. GRV employees are bound by a number of regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the code of conduct for Victorian Public Sector Employees.
- All employment at GRV is subject to a satisfactory police check prior to commencement
- All employees at GRV are required to have the right to work in Australia.
- All employees are required to comply with WHS statutory obligations
- GRV is an EEO employer.

NAME: _____ DATE: ___/___/___

SIGNATURE: _____