

Administration Assistant

Mystic Bike Park - Part Time Fixed Term

Mystic Park was originally a community-developed facility, which was initially formally managed by the Alpine Cycling Club (ACC). As the facility grew, and became busier, ACC was no longer able to manage the trail network to the standard required by land manager, Hancock Victorian Plantation (HVP).

In 2013, the Alpine Community Plantation (ACP) group was formed to manage the park. ACP was formed by board members from ACC, HCP, the Alpine Shire Council, and other agencies. For over 10 years, ACP has managed Mystic Park, including the implementation of a paid access model for the park in recent years. Due to further growth in visitation, and a desire to expand and improve the park, ACP and stakeholders made the decision to explore the option of leasing the operation of the park to a specialist commercial operator. Elevation Parks worked with ACP and stakeholders to develop a framework to take the management of the park to market via a formal EOI process. Through a competitive tender process, Elevation Parks was selected as the preferred supplier to manage the park for the next 5-10 years.

Elevation Parks has formed a new, dedicated management company to operate the park, Elevation Mystic Operations Pty Ltd (EMO). The broader Elevation Parks, Dirt Art and Maydena Bike Park management teams will be supporting EMO in managing and developing the park.

EMO is a sister company of Elevation Parks Group Pty Ltd (trading as Elevation Parks). Elevation Parks and related companies are family-owned businesses, which were founded and remain owned by the French Family.

EMO Managing Director, Simon French has a long history in the mountain bike industry, from racing at a world level as a junior, Simon has gone on to work across retail, tours and guiding, repair, trail development, events, and bike park management.

The next generation of the French family are Max (8), and Willow (5). Max and Willow are both passionate riders who you will no doubt see out enjoying the Mystic Park trails regularly.

The French family are extremely passionate about the sport of mountain biking, and are looking forward to working with local staff and community to grow Mystic Park, and the local and regional mountain bike industry.

The Role

This role is projected as a part time role until approx. October 2024. We are running at reduced capacity in an operational scheme of things until this time. You will be expected to work from home. From October 2024, the role has potential to expand to full time, and your work location would change to our onsite Guest Services centre.

This is an administration role, which will cover the following, non exhaustive list;

- Monitoring the company 1300 number. You will be expected to take calls whilst you are on shift. You will need to respond to customer questions/queries as you are able to. If something warrants further input, you will be required to take a message professionally and pass this on to the required person.
- Monitoring company email addresses. It will be your responsibility to monitor email addresses during your shift. You will be required to respond as per company email policy, forward on any queries that you are not able to answer, and maintain the company email filing system.
- Generate the daily manifest from our booking system and pass this onto the Operations Coordinator on shift.
- Monitor booking system bookings throughout your shift, contact bus drivers on shift if there are any last minute cancellations. At the end of your shift, send the Operations Coordinator the projected bookings for the next working day for forward planning.
- Utilise booking system to process any bookings or memberships received via phone.
- Collect, collate and upload any receipts and expenses to Dext Prepare.

You may be called upon to assist with other administrative tasks, as your workflow allows.

Reports to:

- Administration and Finance Manager
- Operations Coordinator
- Chief Financial Officer

Remuneration:

Above award wages paid by Elevation Mystic Operations as per the Amusement, Events and Recreation Award Grade 4.

Desired attributes:

- Keen interest in the mountain biking industry
- Past experience in the mountain biking industry
- Passion for tourism in the Alpine Shire municipality
- Strong interpersonal skills
- Experience with Rezdy
- Business management or project management qualifications

Essential attributes:

- Minimum 3 years in a previous customer service role
- Ability to work from home, professionally and uninterrupted

Hours

- Part time until October 2024.
- Days are to be negotiated. Elevation Mystic Operations would prefer Monday to Friday worked as half days however three full days could also be negotiated for the successful applicant.