



Junior Technical Officer Position Description July 2024

Position Title	Junior Technical Officer	Department	Technical
Reports to	Technical Manager	Job Status	Full time, permanent

Our Purpose

To lead, promote, regulate, educate, develop and grow safe, fair, enjoyable and socially responsible motorsport in Australia.

Our Vision

More people enjoying more motorsport, in more places, more often.

Our Values

- **Respect**– We value each other, our differences, opinions and all involved in our sport.
- **Excellence**– We embrace change and strive to be the best we can be.
- **Accountability**– We do what we say we will do.
- **Pride**– We lead by example and take pride in our sport and our organisation.

Why the role exists

The Junior Technical role exists to administer and coordinate the Safety Cage Structure and Vehicle Log Book application processes whilst assisting with other technical administration and special projects

Duties and Responsibilities

Process and Administration Coordination

- Administration of the Motorsport Australia Log Book application and approval process, including the issuing of Log Books and associated Log Book requirements.
- Administration of the Motorsport Australia Safety Cage Structure application and approval process, including the issuing of Safety Cage Registrations and Certificates.
- Review and continuously develop the Motorsport Australia Technical processes regarding applications for Safety Cages, Log Books etc.
- Administration of all State rally registration programs
- Manage and maintain Safety Cage Structure and Log Book application processes, including forms, website functionality, FAQ's and other associated requirements to ensure constant improvement of the processes and outcomes.

Customer Service and Administration Support

- Be an initial point of contact for technical enquiries and coordination of the Technical Hotline etc.
- Management of technical related email inboxes and coordination of enquiries.
- Provide assistance to stakeholders on technical related issues as appropriate

Projects

- Coordinate the review and digitisation of Safety Cage Structure and Log Book application processes.

General

- Develop, maintain and regularly review systems, processes and strategies to ensure the overall objectives of Motorsport Australia with regard to the assigned Technical matters are achieved
- Other duties as assigned

Performance Indicators

- Motorsport Australia Technical related enquiries are received and actioned accordingly in a timely manner
- Log Book/Safety Cage/Rally registration applications actioned/processed within set time frames
- Duties performed accurately and within timelines as required
- Accurate and appropriate advice and support provided in a timely manner

Special Considerations

- Involves some after-hours support
- Requires occasional attendance at events which may occur after hours or at weekends

Selection Criteria

- Good interpersonal and communication skills – verbal and written
- Excellent organisation and planning skills
- Strong administrative skills
- Proven ability delivering outstanding customer service and dealing with difficult customers
- Responsive, efficient and can-do attitude
- Self-starter
- Team player and strong commitment to working as part of a team, whilst maintaining a focus on the primary role
- Skilled in the use of Microsoft Office programs and general IT systems
- Flexibility to work after hours and on weekends as required
- Mechanical, trade or other similar related qualification or experience, especially if involved with motorsport be it at junior levels, as an official or from other involvement with the sport.
- Skills and demonstrated experience in writing including the ability to provide clear responses to technical matters highly desirable
- Experience working with volunteers, member-based organisations or in sport highly desirable
- Previous experience operating a CRM or database system highly desirable