

Costa Skiadas - Resume

Department of Health & Human Services– Mildura (October 2013 –Present)

The Department of Health & Human Services (DHHS) develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians.

Senior Local Engagement Officer, Local Connections, Mallee Area.

Working as part of a small team this position facilitates the delivery of the Department's human services agency monitoring and engagement activities.

My responsibilities include;

- engaging with a range of stakeholders to resolve complex issues and reduce risk to the department by supporting favourable client outcomes
- monitoring Community Service Organisation's performance against targets
- ensuring Community Service Organisations meet their compliance and audit requirements
- monitoring critical client incident reporting and involvement in any resulting quality of care or quality of support investigations
- responding to client and agency complaints
- ensuring documentation and file maintenance meet high quality standards
- build and leverage networks to strengthen the Department's community capacity building activities
- coordinated various Departmental information sessions and forums
- representing the Department at various forums and on working groups
- being proactive in developing innovative result oriented outcomes to strengthen the delivery of Departmental services in the Mallee area
- supporting the preparation Departmental and ministerial briefs
- supporting a working environment which fosters high level staff performance.

During this period I have been responsible for;

- National Disability Insurance Scheme operational lead for DHHS's Mallee Area, including the coordination of information sessions
- Mallee Area lead for construction of a new Out of Home Care residential home
- coordinating the initial Mallee Area Taskforce 1000 forums focused on improving outcomes for Aboriginal children and young people in Out of Home Care
- coordinating and supporting the activities of the Mallee Aboriginal Government Employee Network
- coordinating the termination of agency funding agreements.

Department of Business & Innovation – Mildura (September 2002–October 2013)

The Victorian State Government's lead agency for developing a productive, competitive and sustainable Victorian economy that contributes to a prosperous and inclusive society.

Business Development Manager

This facilitative role acts as a conduit between a range of government, semi government, community, industry and private sector stakeholders.

My responsibilities included;

- preparing ministerial briefs for funding approvals, announcements and current issues
- developing linkages with state, federal and local government agencies, business development agencies, industry groups, industry leaders
- facilitating investment attraction opportunities
- facilitating a range of export development initiatives and job creation opportunities for regional businesses
- delivering a range of departmental programs and providing information to support policy development
- assisting start up business operators.

During this period I have been responsible for;

- achieving more than 50% of the investment and 80% of the export targets for the broader Loddon-Mallee Area during my last year of service for the department
- initiating and facilitating the development of the Mildura Transport and Logistics Cluster
- initiating and facilitating the development of the Murray Cod Industry Development steering committee
- initiating and facilitating the development of the North West Motor Sports Industry Development group
- facilitating a Victorian State Government sponsored reception for an international delegation of Chinese Government Officials and Businessmen. This visiting delegation were the catalyst for the Australia China Forum on Cooperation in Horticulture held in China
- being part of select group developing the Departmental Disability Action Plan in accordance with legislative requirements
- coordinating ministerial business forums.

Southern Australia Airlines – Mildura (October 1998 – July 2002)

A wholly owned subsidiary of Qantas Airways Ltd. Headquartered in Mildura, Southern Australia Airlines carried 650,000 passengers per annum, had an annual turnover of over \$110 million and employed 250 staff at bases in Mildura, Melbourne and

Canberra. The organisation serviced the ports of Mildura, Melbourne, Mt Hotham, Devonport, Burnie, Launceston, Hobart, Canberra, Adelaide, Sydney and Brisbane.

Business Manager

A broad role that encompassed all areas of the organisation's operations. Primary responsibilities were for Human Resources/ Industrial Relations and the company's Commercial Operations.

My responsibilities included;

- holding the General Manager's delegation in his absence
- involvement in the budgetary development, review and implementation process
- identifying business development opportunities to strengthen the company's strategic direction
- optimising profits by maximising revenue outcomes through co-ordinating the company's pricing, schedules, yield, sales and marketing activities
- responsible for the preparation of monthly and ad hoc reports, including key components for Qantas board papers as required from time to time
- managing and implementing processes that provided the most cost effective and suitably equipped work force
- supporting and mentoring senior executive staff.

During this period I was responsible for;

- successfully negotiating the company's various Enterprise Bargaining Agreements, which included the pilots, administration and flight attendants' agreements. The negotiated outcomes facilitated Southern's successful bid for a third Bae146 jet aircraft
- introducing a new performance management system
- negotiating new route structures which enhanced the company's commercial operations, which also included new services to Mount Hotham.

My position was made redundant following a decision by Qantas to dismantle the Southern business as part of a major restructure of its regional airline operations.

Alambie Wines - Mildura. (October 1997 – October 1998)

Large winery situated in the Sunraysia region which was part of the Australian Premium Wines group of companies.

Production Planner

This new position was created as a result of the considerable growth experienced by the company.

Reporting to the senior wine maker, my responsibilities included;

- managing a team responsible for;

- the exporting of bottled and bulk wine product, which included all the relevant quality, logistical and export approval requirements
- the accurate and timely maintenance of the facility's production records and record maintenance system
- the preparation of export and production reports
- planning and implementing domestic and export bottlings, which included stocks for future requirements
- managing bottled stock inventories to ensure optimal stock holdings. This also included marketing overstocked product to the wine trade
- liaising with the company's sales and marketing department
- product development. This included the development of new labels, bottle caps and negotiating service parameters and associated costs with dry good suppliers.

During this period I was responsible for;

- improving cash flow by enhancing the stock control system and clearing significant overstocks
- coordinating the production and exportation of the company's single largest order of wine.

I left to take up an executive role with a previous employer, being Southern Australia Airlines.

Louis Fruits – Buronga. (May 1997 - September 1997)

Family owned citrus packing and marketing business.

General Manager

A new citrus packing facility was being constructed as part of a planned expansion. The position of General Manager was created as part of this planned expansion program.

My responsibilities included;

- commissioning of a new citrus packing plant
- over-all management of an operation employing 65 staff
- coordinating and supporting the activities of a small management team involved in the administration, production, supply and marketing of fruit
- development of financial and production budgets.

Major difficulties experienced by the family's late commissioning of the new citrus packing facility were compounded by disastrous seasonal conditions and the undercapitalisation of the business. The position of General Manager was made redundant as part of a major restructure aimed at reducing costs. The family members assumed responsibility for the management of the facility.

Southern Australia Airlines – Mildura (September 1992 - May 1997)

A wholly owned subsidiary of Qantas Airways Ltd formed part of Qantaslink.

Manager pricing, schedules and yield.

My responsibilities included;

- establishing and developing this critical part of the company's operations, which included the recruitment and training of highly specialised staff
- developing policies and procedures in relation to yield, pricing and schedules
- monitoring advanced trends, regulating flight inventory levels, analysis of historical inventory profiles, preparation of utilisation and yield reports
- marketing strategies, promotional activities, customer loyalty programs, information sales and support systems
- prudent planning, organising and implementing strategies to ensure the commercial viability of organisation.

I left Southern Australia Airlines for the General Manager's role with Louis Fruits.

Wine Grape Property – Mildura (July 1991 – April 2008)

Owned and operated a small dried vine fruit and wine grape property.

Retail Management

Sunraysia Fruit and Vegetable Growers Co-op Ltd – Mildura.

- Retailers of rural merchandise to the horticultural industry - Manager.

Priceline – Melbourne (Highpoint and Greensborough)

- Retailers of toiletries, cosmetics, photographic, giftware and electrical goods. Manager responsible for the Greensborough store opening and part of an executive team establishing a national chain of stores.

Korvete - Melbourne

- Retailers of soft goods such as manchester, women's, men's, children's clothing. Manager responsible for 5 store openings.

Tresurway - Mildura

- Retailers of soft goods such as manchester, women's, men's, children's clothing. Commenced as Trainee Retailer progressed to Store Manager.

Other

Sunraysia College of T.A.F.E - Mildura

- Sessional teacher - Retail Traineeship course.

Learning and Development

Completed a number of accounting subjects for a Bachelor of Commerce on a part time basis through La Trobe University's Mildura Campus.

Diploma of Business (International Trade).

Completed various corporate management training programs that covered such areas as strategic planning, project management, performance management, conflict resolution, managing change and corporate governance.

Completed various computer software training courses that included DOS and the Microsoft suite of programs, Word, Excel and Access.

Completed a chemical accreditation course.

Completed Higher School Certificate - Mildura High School.

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