



Business Systems Analyst - 10-month maternity leave position

This position's main priority is the day-to-day management, maintenance, support and ongoing development of the Club's CRM system.

The Business Systems Analyst will be expected to work closely with the CRM Vendor and actively contribute to the development and application of a CRM philosophy across all the Club relationships, including high value supporter management, mass relationship development and the associated administrative systems and procedures.

As well as providing personalised staff training to ensure complete understanding, this position is also responsible for the uptake of CRM across the business, integrity of data processes, integrations to other systems and return on investment.

There is a requirement for regular performance monitoring and reporting, version control along with training documentation.

This role is also responsible for the introduction and management of Business Intelligence Reporting, process development, policies, procedures, reporting and other projects. The successful applicant will drive efficiencies in the business and allow the business to deliver on their own strategies and meet customer expectations.

Experience Essential:

- Tertiary qualifications in a business or related discipline
- Minimum of 2 years proven experience in CRM (preferably Microsoft)
- Proven experience in building and developing effective

- relationships with key stakeholders within the organisation
- High level organisational ability with excellent written and oral communication skills
- Proven ability to manage system integration
- Demonstrated experience in defining, measuring and implementing organisational wide change
- Demonstrable problem solving skills
- Solid understanding of MS Office applications, specifically Microsoft CRM Dynamics and SharePoint
- Has process architecture, process mapping and/or RACI skills
- Demonstrated ability and confidence to work with the business and deliver application training to small groups

Desirable:

- Experience with specialised management information systems
- Ability to document business requirements and act as a business analyst from a project and business as usual perspective would be highly regarded
- Exposure in a sporting / membership based industry environment
- Exposure or demonstrable understanding of finance systems
- Working knowledge of integrations ie to finance, point of sale systems
- Working knowledge of fundamental operations of relevant software, hardware and other equipment

The Carlton Football Club provides a range of benefits to employees including:

Worklife Balance

- Flexible working arrangements

Partner and Sponsorship Products

- Discounted rates on Hyundai Vehicles
- Nike Product Discounts

Membership/Merchandise

- 20% discount on Club Merchandise
- Discounts on domestic and international travel

Parking

- Free onsite car parking at IKON Park

Employee Health and Wellbeing

- Internal Wellbeing and Development Program
- Employee Assistance Program
- Access to the Club Gymnasium

To apply for this position, please click on the link

https://www.seek.com.au/job/34431869?_ga=2.143840949.1697302416.1505692810-1735457709.1501643062

Please note:

Applications will be actively progressed prior to the closing date October 2nd, 2017. Only shortlisted candidates will be contacted.

Carlton Football Club is an Equal Opportunity employer