

Casual Membership Services Officer

Carlton Football Club is one of Australia's oldest and most prominent sporting institutions. The Club boasts a long history of proud supporters and premiership success. More recently, Carlton Football Club has started on a new journey and is seeking the skills of a **Membership Services Officer** to fulfil casual hours and join us on our next chapter.

Reporting to the Call Centre Team Leader, you will be an outgoing and enthusiastic individual who will play a pivotal role in connecting with our existing Carlton members and our large supporter base.

The Carlton Football Club membership team is responsible for generating the maximum number of membership sales whilst helping to build the strongest possible emotional connection with its members. The successful candidate will be responsible for the achievement of their own daily sales figures through a combination of inbound and outbound calls to non-renewed members and prospects. They are responsible for ensuring all membership enquiries are to be responded to in a timely and accurate manner with a key sales and customer service focus.

If you are an energetic and passionate about sales and delivering exceptional customer service, we would like to include you in the Carlton Football Club family.

The key responsibilities of the role include:

- Process new memberships and renewals through the Clubs CRM (Archtics)
- Ensure all phone calls and emails are answered efficiently and wait times are minimal
- Provide exceptional customer service at all times
- Identify and escalate priority issues
- Follow up calls when necessary
- Effectively resolve member issues via phone, email and face-to-face
- Provide customers with product and service information
- Outbound sales calls to non-renewed members
- Actively pursue sales and upgrade opportunities
- Achieve sales targets as agreed upon with the Call Centre Team Leader
- Ensure that all personal details are entered correctly and accurately into the database
- Assist with account cleanups and reporting

Successful candidates will have:

- Strong sales and customer service background preferably in sporting, retail or health club sales
- Experience in delivering exceptional customer service
- Easily builds rapport
- Strong attention to detail, communication, time management and organizational skills
- Previous experience with Archtics would be seen as an advantage but is not mandatory

The Membership Sales Staff may from time to time be required to undertake other tasks as directed by the Call Centre Team Leader. Applicants must be available to work Monday to Friday and with flexibility to work after hours and on weekends.

If you are interested in applying for this role please submit CV and cover letter to employment@carltonfc.com.au by Friday 21st October 2016.

Please be advised only candidates shortlisted for an interview will be contacted.