



Collingwood Football Club is one of the oldest sports clubs in Australia. It is also one of the most contemporary, diverse and innovative, with six elite sporting teams under the one roof at the superbly equipped Holden Centre.

We are constantly looking for the right professionals to enable Collingwood to honour its past, succeed in the present, shape a prosperous future and proudly meet its responsibilities as a community leader.

This is your opportunity to be part of a high performance sports landscape in the heart of Melbourne's Olympic Park.

MEMBERSHIP SERVICES TEAM LEADER

We are seeking a dynamic leader in the field of Membership to join our club at a time of growth, opportunity and fan first thinking.

As Membership Services Team Leader you will manage the service centre across AFL and SSN and support the Membership Manager in overseeing the day to day operations of the department to ensure that the team is delivering on high service standards for our members.

You will be a proven leader with a strong drive and passion for customer service and fan engagement, with a resilience and willingness to persevere and juggle priorities during peak times. You will play an integral part in creating a positive working environment which allows you and the team to thrive.

Specifically, you will focus on;

- People management and rostering - ensuring we are where our members can meet and contact us.
- Manage day to day workflow and targets levels across all streams of member service as well as provide guidance and direction to the membership service team
- Renewal campaigns, assisting the Membership Manager and Membership Operations Manager in any area required to develop the membership renewal campaign
- Recognising new opportunities for synergy and integration, how the club can stay at the forefront of technology and innovation within the membership space

You will have strong people supervisory/team management and problem solving skills, the ability to empower and engage with others, with an emphasis on establishing great relationships within the department and across all areas of the club. We are looking for someone who is proactive with energy, drive and enthusiasm underlining everything they do - making the members and fans of Collingwood your utmost priority and passion.

In return, we offer a highly competitive remuneration package and benefits, state of the art facilities and a strong and vibrant work culture.

Please send through a detailed CV and covering letter to careers@collingwoodfc.com.au