



SCHEDULE ONE DUTY STATEMENT

SALES AND CUSTOMER SERVICE OFFICER (MEMBERSHIP)

Our Club values are the strong beliefs and consistent behaviours of people in our organisation. They describe the way in which directors, staff and players of the Club behave, interact & work together and determine the culture of the Club. Our values are held in high regard and protected by every member on the on-field and off-field team.

Respectful All people are treated with respect regardless of their background or position.

Precision We expect excellence in everything that we do and are accountable for maintaining a high performance environment.

Adventurous We enjoy facing our industry's challenges and embrace progress with open arms.

Conviction Everyone involved with the Club is fully committed and gives 100 percent effort.

United We are selfless, we support and care for each other and we collaborate across our Club.

Commercial & considered We drive for good commercial outcomes but always take the needs of our stakeholders into account.

Integrity We uphold high standards of behaviour, have deep respect for honesty and always work within the rules.

Our mission is to be the greatest team of all: a club people can be proud of because of how we play the game, live our values, conduct business and engage with the community.

Section	Description
Title	Sales and Customer Service Officer
Reports to	Sales and Customer Service Co-ordinator
Department	Membership
Term	Casual
Core purpose	The Sales and Customer Service Officer is to be the first point of contact for members, prospects/potential members and customers of the Geelong Cats. This role is responsible for delivering exceptional customer service, membership sales and performing day-to-day membership administration and activities.
Responsibilities and duties	<p>Your responsibilities & duties will include:</p> <p>Customer Service & Engagement</p> <ul style="list-style-type: none">• Provision of information to members and prospective customers via all inbound and outbound communication platforms in line with service standards• Initiate and deliver customer service solutions to exceed customer expectations• Recording and resolution of member issues, concerns and complaints• First point of contact for general club enquiries and responsible for the appropriate distribution of calls to other areas of the club• Inbound and outbound mail sorting and distribution• Greeting and announcing club visitors and appointments• Ticketmaster sales for Geelong Cats home games at Simonds Stadium and Etihad Stadium

	<ul style="list-style-type: none"> • Ensure presentation of Front Counter area is maintained and appropriate signage is updated and displayed <p>Sales</p> <ul style="list-style-type: none"> • Sales data entry and payment processing within CRM • Delivery of tactical outbound telephone campaigns to drive membership retention and acquisition • Market and upsell additional products, upgrades and events • Delivery of non-compliant member debt recovery outbound telephone campaigns <p>Administration</p> <ul style="list-style-type: none"> • Financial and sales reconciliation of day to day processing, cash, cheque and credit card receipting • Responsible for Front Counter float management and assisting Finance Department with batch reporting • Date entry and maintenance of membership records within CRM, ensuring accuracy and information recording for each customer interaction • CRM updates as directed by senior staff • Assist with distribution and monitoring of daily tasks for Casual and Contract staff • Coordination of deliveries and collections
Skills and attributes	<ul style="list-style-type: none"> • Strong customer service skills • Ability to deliver face to face, phone, email and web based customer service • Conflict resolution skills/ability to handle difficult customers • Ability to deliver customer telephone sales campaigns • Approaches the role with energy and enthusiasm • Data processing skills with strong attention to detail • Excellent written, verbal and interpersonal communication skills with the ability to communicate with people from a variety of different backgrounds • Highly self-motivated with desire to strive for excellence; shows initiative and wants to exceed agreed expectations and targets • Team focused with an ability to work independently • Computer skills with competency in word processing, spreadsheets and databases • At all times adhere to Club values and Club policies
Qualifications	<ul style="list-style-type: none"> • Previous experience in one or more of the following will be required: <ul style="list-style-type: none"> ○ Customer service ○ Inbound & outbound sales ○ Membership ○ Ticketing • At commencement of employment - completion of Archtics Learning Seat and Ticketmaster PCI training to required standard
Requirements	<ul style="list-style-type: none"> • Ability to work weekends and weekdays as required • Flexibility in being available for training week beginning 19th October 2015