



Retention & Premium Member Executive

The Gold Coast Football Club is seeking a passionate, committed and enthusiastic Retention & Premium Member Executive to join our club.

Reporting to the Membership Manager, the Retention & Premium Member Executive will assist in the development and execution of our membership renewal campaign & retention program including, marketing campaigns, forecasting, budgeting and reporting.

Key Responsibilities:

- Prepare membership programs to increase member retention and revenue;
- In conjunction with the Membership Manager, develop and deliver the annual membership renewal strategy;
- Execute renewal campaigns and retention programs in accordance with budgeted membership targets and revenue figures;
- Drive and work closely with membership team members in reaching renewal and revenue targets through proactive communication with members regarding their existing membership, services and upgrades.
- Engage daily with existing/former members, by phone, email and text, with the goal of retaining/reinstating their membership
- Execute a variety of marketing, promotional and retention activities relating to membership renewals;
- Report on all activities against key KPI's;
- Assist with Customer Service and delivery of all Membership Programs;
- Attendance at and assistance with the coordination of match day and event activities as directed.

The ideal candidate will have:

- A strong personal brand which personifies the Gold Coast SUNS values of bold, fresh, relentless, dependable and community;
- Previous experience in a membership based organisation;
- Strong evaluation and reporting skills;
- A superior customer service focus with proven ability to create and build customer relationships;
- Ability to communicate effectively with internal and external stakeholders
- Excellent organisational, time management and prioritisation skills;
- Strong attention to detail; and
- Sound knowledge of Australian Rules Football
- Relevant tertiary qualifications.

If you're a reliable team player who can lead and contribute to team goals, then we would love to hear from you.

To apply for this role, please email your CV and Cover Letter to recruitment@goldcoastfc.com.au clearly addressing the criteria.

Applications close Sunday 27th May 2018.

Previous Applicants need not to apply .