



ESSENDON FOOTBALL CLUB
Team Leader – Membership Sales & Service

Essendon Football Club has a reputation as a leader in the Australian sports industry and we are committed to our vision of being recognised as the most respected, inclusive and successful sporting club in the country, consistently setting the benchmark both on and off the field. We currently have a fantastic opportunity for a Team Leader – Membership Sales & Service to ‘Don the Sash’ and join our Membership team based at our club headquarters at Melbourne Airport.

The Opportunity

Reporting to the Head of Membership, the Team Leader – Membership Sales & Service will be responsible for the day-to-day management of the Member Services team and the delivery of customer service KPIs and meeting and exceeding membership sales targets.

The Team Leader – Membership Sales & Service will be tasked with driving continuous improvement within the team, cultivating a high performance culture through leading, coaching, developing and motivating individuals to achieve renewals, upselling members and new member acquisition.

What We’re Looking For

To be considered for the role, candidates **must** have the following essential skills and experience:

- Experience with outbound and inbound calls in a call centre environment
- Proven telesales experience
- Experience in leading a successful service team
- Leadership skills and the ability to motivate and develop staff
- Ability to set, meet and exceed sales targets
- A focused and self-motivated approach to work
- Ability to manage change
- Intermediate to advanced skills in Outlook and Excel
- Experience using a CRM application
- Experience executing retention and acquisition campaigns
- Dispute resolution skills
- Customer retention skills
- Experience in using Archtics database

Experience in a member based and/or sporting organisation and knowledge of ticketing will be looked upon favourably. Ability to work flexibly across 7 days during the football season is essential. Permanent Residency in Australia or appropriate visa to work permanently is required.

To Apply

EFC has partnered with Orchard HRO to source and attract stand out talent for the Team Leader – Membership Sales and Service position. To apply, please go to Orchard’s career page by clicking on this link: [Team Leader - Membership Sales and Service](#) and follow the “How to Apply” instructions at the bottom of the ad.

Applications close 8am, Monday 4th September 2017
Please note that this role will be subject to background checks.