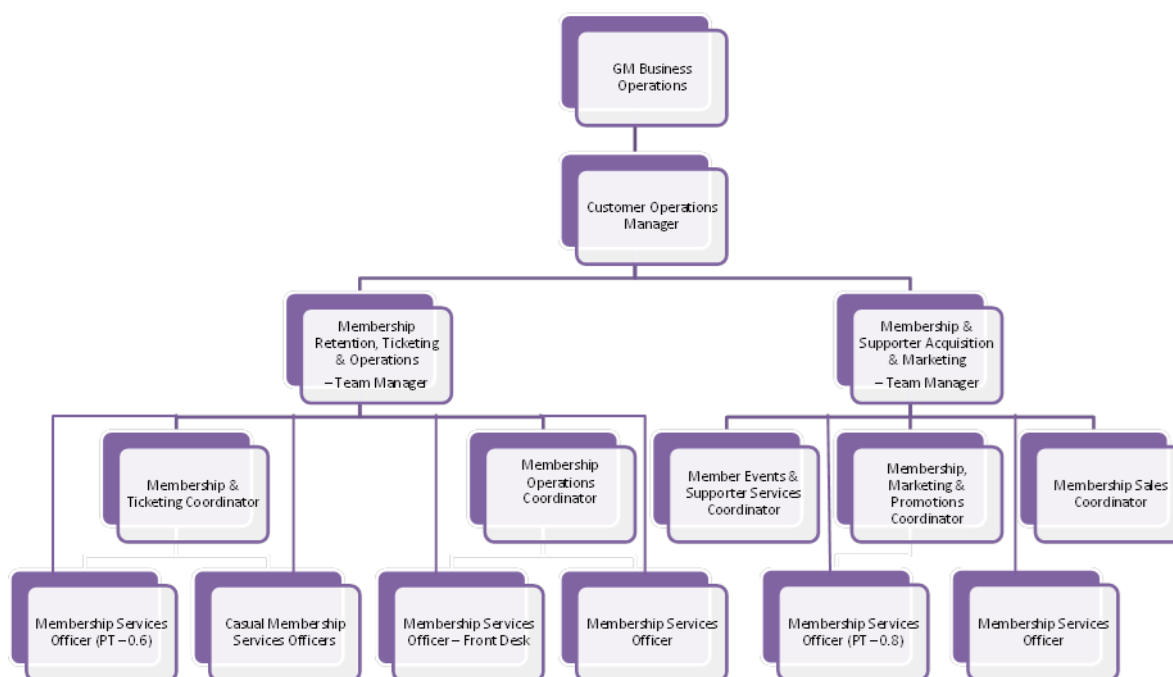


FREMANTLE DOCKERS POSITION DESCRIPTION

POSITION TITLE	Membership Services Officer - Casual
DEPARTMENT	Membership and Fan Development
DIVISION	Business Operations

REPORTING RELATIONSHIP



POSITION PURPOSE

Position's primary responsibility and purpose within the organisation:

The main purpose of this role is to provide excellent customer service both on the phone and face to face in order to service existing members, build our fan base and build membership for the Fremantle Dockers.

KEY RESPONSIBILITY AREAS (KRAs)

The Key Responsibility Areas (KRAs) of the position are broad areas that the position has responsibility for but are not duties, activities or "things done" to deliver finished or finalised work.

KRA 1	Customer Service
KRA 2	Data Entry
KRA 3	Administration and Fan Development
KRA 4	General Membership Duties

POSITION DESCRIPTION**POSITION ACCOUNTABILITIES**

Accountabilities relate directly to the position's KRAs and are statements of the broad areas of responsibility that apply to the position.

KRA No	Accountabilities	
1	Customer Service	
	1.1	Answering phones
	1.2	Face to face interaction with members
	1.3	Handling cash
	1.4	General customer service
	1.5	Following up payments
2	Data Entry	
	2.1	Processing of membership forms
	2.2	Updating members details
	2.3	Processing membership payments
	2.4	Recording communications had with members
	2.5	Balancing payments
	2.6	General data entry
3	Administration and Fan Development	
	3.1	Preparing and packing outgoing mail
	3.1	Filing
	3.3	Opening and sorting incoming mail
	3.4	Weekly email communication
	3.5	Developing and executing Fan Development initiatives
4	General	
	4.1	Handling complaints and answering questions
	4.2	Any other duties as directed.

POSITION DESCRIPTION

POSITION KNOWLEDGE, ABILITY AND SKILLS (Competencies)

- Excellent customer service skills
- Demonstrated excellent written and verbal communication and interpersonal skills
- Proven ability to prioritise tasks and work under pressure with exceptional attention to detail
- Proven ability to work effectively within a team environment and communicate across all levels of the club to meet the membership strategy outcomes
- A passion for an understanding of AFL and / or the sports industry would be an advantage
- Ability and willingness to work on game days through the football season and out of hours at other club events as required

WORKING RELATIONSHIPS

Internal

CEO	<input checked="" type="checkbox"/>
Board	<input checked="" type="checkbox"/>
Football Department employees	<input checked="" type="checkbox"/>
Human Resources	<input checked="" type="checkbox"/>
Finance & Admin	<input checked="" type="checkbox"/>
Media & Communications	<input checked="" type="checkbox"/>
Business Operations	<input checked="" type="checkbox"/>

External

Members	<input checked="" type="checkbox"/>
Fan base	<input checked="" type="checkbox"/>
Business Partners	<input checked="" type="checkbox"/>
Key Clients	<input checked="" type="checkbox"/>
External Agencies	<input checked="" type="checkbox"/>
AFL	<input checked="" type="checkbox"/>

EMPLOYMENT POLICIES

The conditions outlined within Fremantle Dockers Human Resources and Employment Policies and your individual letter of employment, shall apply at all times.

HOURS OF WORK

This position will involve work outside normal business hours including match days and weekends.

CERTIFICATION

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Nicole Horrocks

GM – Human Resources

Signature

7/8/2018

Date