



## CONSUMER SALES & SERVICE OFFICER (12 MONTH FULL TIME CONTRACT)

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### ABOUT US

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The North Melbourne Football Club (North) is a leader in the Australian sports industry, with an outstanding reputation for its hardworking culture and innovation, both on and off the field. North is more than just a football club – we are widely known as the most socially progressive sporting club in Australia. We pride ourselves on the work we do in the community through our award-winning program, The Huddle.

If you thrive on working in a fast paced, continuously evolving environment with a passionate team of professionals where you can learn and gain valuable experience, this may be the organisation for you.

### ABOUT THE ROLE

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The position of Consumer Sales & Service Officer will assist the club's consumer team in all membership and merchandise related sales and enquiries. You will:

- Provide exceptional customer service at all times both over the phone and in person
- Answer all inbound phone calls and emails in a timely manner
- Achieve set sales targets through outbound phone calls
- Improve and maintain database integrity
- Selling of merchandise in the Roo Shop during the week, at match days and events
- Selling of memberships at match and event days

This role is a 12 month full time contract.

### OUR IDEAL CANDIDATE

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The ideal candidate will possess the following skills and attributes:

- 2+ years of customer service experience
- 1-2 years of sales experience (retail or call centre)
- Good phone manner and the ability to sell
- Good understanding of North and our supporter and membership bases
- Capable of working a wide array of hours with varying time schedule to suit the seasonal priorities of football
- The successful candidate will require a valid Victorian Working with Children Check.



## PERKS & BENEFITS

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As an employee of North, you have access to a number of perks and benefits, including:

- Access to 'BOUNCE', the club's health and wellbeing program
- Discounts at some of Australia's major retailers
- Professional development opportunities
- Shinboner Reward & Recognition program
- Flexible work options
- Access to football tickets
- Exciting staff experiences such as food trucks and sports days
- Access to gym facilities

## APPLICATIONS

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To apply for this position, please submit your CV together with a covering letter outlining your suitability for this role to [employment@nmfc.com.au](mailto:employment@nmfc.com.au)

Please note that due to the overwhelming number of applications received by the club, we are unable to reply to every application. Only those applicants selected for an interview will be contacted.

Applications close at 9 am on Monday 19 August 2019.

## EQUAL OPPORTUNITY

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North strives to be the AFL's most inclusive, accessible and united football club. Our value of 'Belonging' means we embrace people from all walks of life and respect each other's opinions and capabilities. We are committed to providing a working environment that embraces and values diversity and inclusion.

All employment decisions at North are based on business needs, job requirements and individual qualifications, without regard to age, disability, gender or gender identity, marital or parental status, political or religious beliefs, race or sexual orientation. North will not tolerate discrimination or harassment based on any of these characteristics.