



Sydney Swans Customer Acquisition Executive

WHY CHOOSE THE SWANS?

When choosing a career with the Sydney Swans, you will join a strong values-based organisation with a committed, proud and professional team working together towards ultimate sporting success. The Sydney Swans strive to be one of the leading football clubs both on and off the field in Australia.

THE OPPORTUNITY

Due to an internal promotion, the Sydney Swans are currently accepting applications from suitably qualified individuals for the Customer Acquisition Executive position in our Customer & Community Department.

This role will be responsible for coordinating acquisition campaigns, which commercialise the relationship of the fan with our Club.

This role would suit a creative thinker with a passion for data-driven direct marketing and customer experience.

KEY RESPONSIBILITIES

- Develop and nurture a relationship with our fans to enhance their emotional and/or financial support of our Club
- Grow the Swans community of fans so that they may become future contributors to the strength and stability of our Club
- Connect product and/or programs to enhance fan experience and engagement via email marketing
- Assist in executing strategies to support the e-commerce customer experience
- Galvanise our fanbase to be proud of their support of our Club
- Champion a culture that puts the fan first

THE RIGHT PERSON WILL

- Have practical experience in a customer or client services environment including data driven direct marketing
- Have a tertiary-level qualification in marketing/communications/sports management or similar
- Ability to work in a fast-paced environment and adapt to various situations
- Be an excellent communicator
- Be an advanced user of the Microsoft Office Suite
- Be naturally inquisitive, exploring the use of insights and analytics

- Be a creative and strategic thinker
- Be solution-focused
- Have initiative to innovate, achieve objectives and contribute to team success
- Be hands on and a team player, and be willing to apply themselves to any task if needed
- Need to be flexible with working hours, including home match-days.

TO APPLY

Suitably experienced and interested individuals should submit a one (1) page letter of introduction addressing:

- Why you're interested in the position
- The three most important things you will bring to the role

Along with this letter please also submit your resume which should be no longer than three (3) pages to:

Nicole Fairbairn
Human Resources Assistant
hr@sydneyswans.com.au

Applications close **8 March 2019**

The Sydney Swans do not accept applications from recruitment agencies.

Sydney Swans Limited is an equal opportunity employer.

The Sydney Swans encourage applications from Aboriginal and Torres Strait Islander candidates.

Applicants must be legally entitled to work in Australia.

FURTHER ENQUIRIES:

Further enquiries should be directed to Nicole Fairbairn (Human Resources Assistant) on (02) 9339 9123.