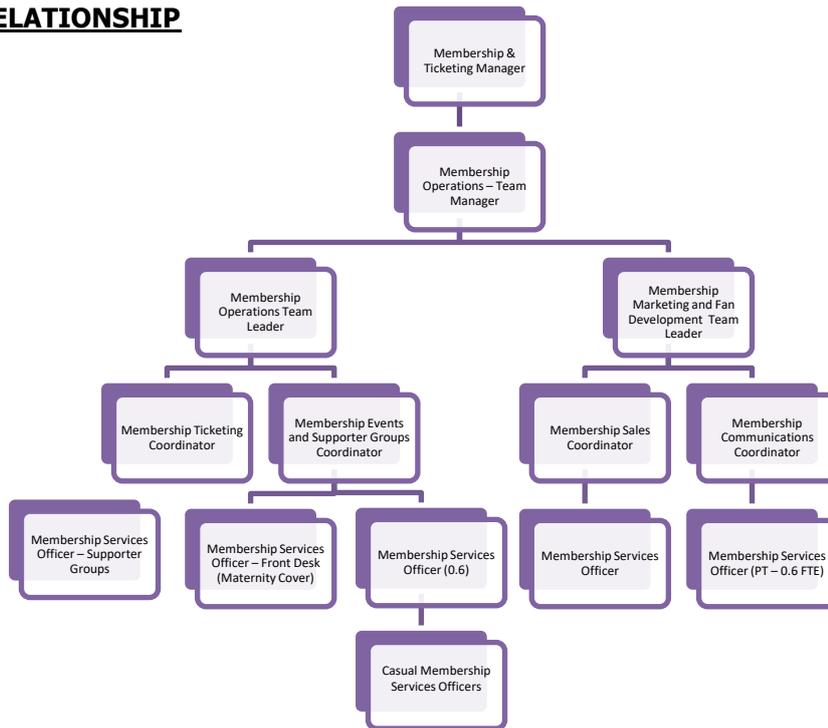


FREMANTLE DOCKERS POSITION DESCRIPTION

POSITION TITLE	Membership Services Coordinator - Ticketing
DEPARTMENT	Membership
DIVISION	Business Operations

REPORTING RELATIONSHIP



POSITION PURPOSE

Position's primary responsibility and purpose within the organisation:

The main purpose of this role is to service existing members, ticketing (away game, visiting club, finals and internal staff memberships and ticketing), database and fulfilment and coordination.

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	Ticketing (Visiting Club, Away Game, Match by Match, Finals)
KRA 3	Internal Memberships
KRA 4	Membership match day Box office – game day and set up
KRA 5	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		Answering phones
1		Face to face interaction with members
1		Following up payments
1		Handling complaints and answering questions
2	Ticketing	
2		Manage the Away Game ticketing process
2		Liaise with opposition clubs to manage Visiting Club ticketing
2		Manage the Internal ticketing sales process
2		Assist with the Finals ticketing process and manage cheer squad finals ticketing
2		Liaise with Ticketmaster to facilitate the Match by Match ticketing process
2		Coordination of season paper ticketing
2		Coordinate special access ticketing requests on a game by game basis
2		Manage the ticketing for interstate memberships
2		Coordination of season paper ticketing and mobile ticketing
2		Manage the internal seat move process
3	Internal Memberships	
3		Liaise with internal departments to coordinate the yearly internal membership process
3		Keep the database up to date and internal memberships easily identifiable
3		Provide internal membership materials to departments in a timely fashion
3		Management of yearly memberships for coterie groups
4	Membership match day Box Office Management	
4		Manage the membership component of the box office at Optus Stadium at home games
4		Coordinate all materials required for the membership van
4		Ensure staff are briefed with their requirements and game day expectations
5	General	
5		Time management skills
5		Good communication - both verbal and written
5		Problem solving skills

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
- Previous exposure to the Archtics database, Ticketmaster or Ticketek systems
- Proven ability to keep up to date with industry trends
- Experience and exposure to ticketing and membership renewals
- 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

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

Human Resources Approval

Signature

Date