



## Consumer Services Administrator

The Gold Coast Football Club is currently seeking a passionate, committed and enthusiastic Consumer Services Administrator to be our front of house and provide a professional, well-organised & efficient Reception and Administrative service at our head office (the Austworld Centre) in Carrara.

Reporting to the Consumer Operations Manager, this position will have overall responsibility for the delivery of all aspects of the Reception area; execute membership, ticketing and retail sales to meet departmental KPIs; and ensure efficient administration of the membership database.

### ***Key Responsibilities:***

- Deliver exceptional customer service to all members, fans, customers, visitors & guests of the Club
- Manage & oversee all operations of the reception area ensuring it is staffed between 9am to 5pm
- Assist in the servicing of retail enquiries at the Austworld Centre including the processing of retail sales & stock control.
- Answer and respond to all phone calls and email enquiries promptly and professionally; book meeting rooms; organise incoming and outgoing deliveries; and distribute daily mail.
- Resolve customer queries, feedback and issues in accordance with department standards
- Assist with the daily operations of consumer sales and operations team in conjunction with the Consumer Operations Manager and fellow consumer team members
- Manage the ordering and stock control of all office stationery, supplies, printing equipment in accordance with department budgets
- Coordinate key operational areas of the Club's membership program including but not limited to away game ticketing, internal membership sales and payment plans
- Attendance at and assistance with the coordination of match day and event activities as directed.

### ***The ideal candidate will have:***

- Strong attention to detail with excellent organisational, time management & prioritisation skills.
- High level of written and verbal communication, presentation and interpersonal skills.
- Driven to provide an outstanding & comprehensive customer service to all GC Suns staff, clients, members, fans & guests.
- Resourceful with the ability to think on your feet and take ownership of responsibilities.
- Demonstrated strength in relationship building and stakeholder management.
- Flexible and adaptable with the ability to work within a 24/7 environment.
- Previous experience in a reception and/or administration role.
- Team player who will contribute to the Club goals & sound knowledge of AFL is desirable.
- A strong personal brand which personifies the GCFC values of Embrace our Community, Strive for Excellence, Uniquely Us and Make Each Other Better;

**Closing date: Monday 23<sup>rd</sup> September 2019**

If you think you've got what it takes to join our team, please send a detailed cover letter addressing the criteria for this role and your resume to [recruitment@goldcoastfc.com.au](mailto:recruitment@goldcoastfc.com.au). Applications that do not address the selection criteria will not be considered.