



## MEMBERSHIP SALES OFFICER

- > Casual opportunities for customer service experts
- > Fast paced and dynamic environment
- > South east suburb location

Enjoying a history that extends beyond 125 years, Hawthorn Football Club is a proud, successful and respected member of the Australian Football League, well placed for future success. We live and breathe our values of Selfless, Humble, Bold, Relentless and Open and Honest.

We are seeking friendly and professional Membership Sales Officers to join our membership team on a casual basis. You will be responsible for:

- Inbound and outbound calls relating to memberships renewals, new memberships and customer service queries
- Data entry
- Responding to email queries from members
- Supporting match day operations through the provision of outstanding customer service

You will have:

- Strong and effective communication skills
- Experience in a customer service role
- Kind, friendly and professional phone manner
- Ability to perform under pressure
- Pride and passion in your desire to contribute to the long-term success of the Hawthorn Football Club including demonstration of our core Values

Weekend work and some travel may be required.

A Working with Children Check and Police Check are also a requirement of the role upon commencement of employment. As an employer of an AFL club you must also comply with AFL Rules & Regulations which includes prohibiting employees from gambling on AFL football.

Hawthorn Football Club encourages workplace diversity. Women and applicants with diverse backgrounds are encouraged to apply. We value our commitment to the Traditional Owners and as such, we welcome applications from candidates of Aboriginal and Torres Strait Island descent.

If you want to join a hardworking and collaborative club, submit your application to People and Culture via [recruitment@hawthornfc.com.au](mailto:recruitment@hawthornfc.com.au). Please include a cover letter and resume that clearly demonstrates your experience in customer service and retail by the **8<sup>th</sup> September 2019**.