

RETAIL OPERATIONS COORDINATOR



- **TOP RETAIL BRAND IN THE AFL**
- **CUSTOMER-SERVICE FOCUSED**
- **BE PART OF A DYNAMIC CULTURE**

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 Dynamic, Supportive, Relentless, Respectful and Selfless.

The club is presently seeking to appoint a dynamic, enthusiastic and customer service driven Retail Operations Coordinator.

Reporting to the Manager – Licensing and Merchandise you will be primarily responsible for:

- Supervising and training retail staff, including rostering
- Supervising the HawksNest Waverley Park store
- Retail operations including management of retail management systems (RMS), receipt and distribution of stock and daily reconciliations
- Overseeing stock control procedures to ensure they are adhered to by all staff
- Management of all match day retail outlets, sales, stock and staff
- Coordinate content for HawksNest online
- Upholding customer service standards and achieving set KPIs

We are seeking an outgoing, committed and focused individual with a detailed approach to systems and procedures. You will contribute to our fantastic culture and know how to motivate your team.

The successful candidate needs to have exemplary skills in customer service and effective leadership. You must have demonstrated experience in a retail management position. This will include working to budgets whilst ensuring you are delivering on a customer-focused approach.

The role is full-time and will require some weekend work and travel.

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.

A competitive salary package will be offered to the right candidate with the right skills and experience. In addition, the Club's benefits program includes professional development opportunities, free parking, gym and pool access, discounts and an in-house health program.

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.

Please send your CV and cover letter to recruitment@hawthornfc.com.au. by Monday 22 May 2019.