

## **CASUAL SALES AND CUSTOMER SERVICE OFFICER (MEMBERSHIP)**

- **Dynamic high performance environment**
- **Focus on the Customer Experience**
- **Part time up to Full time hours on offer**

A leader in an industry that is among the most exciting and passionate within Australia, the Geelong Cats offers a place of employment like no other. We strive to give our fans and customers an experience that is unparalleled, whether it be on a match day or at any of our commercial operations. The Cats represent the community of Geelong with pride and we seek people who can assist us to be the team to beat on and off the field.

The Sales and Customer Service Officer is to be the first point of contact for members, prospective members and customers of the Geelong Cats. This casual role is responsible for delivering exceptional customer service, membership sales and performing day-to-day membership administration and activities. Part time opportunities right through to full time hours are on offer.

Your responsibilities & duties will include:

### **Customer Service & Engagement**

- Provision of information to members and prospective customers via all inbound and outbound communication platforms in line with service standards
- Initiate and deliver customer service solutions to exceed customer expectations
- Recording and resolution of member issues, concerns and complaints
- First point of contact for general club enquiries and responsible for the appropriate distribution of calls to other areas of the club
- Ticketmaster sales for Geelong Cats home games at GMHBA Stadium, MCG and Marvel Stadium

### **Sales**

- Sales data entry and payment processing within CRM
- Delivery of tactical outbound telephone campaigns to drive membership retention and acquisition
- Market and upsell additional products, upgrades and events
- Delivery of non-compliant member debt recovery outbound telephone campaigns

### **Administration**

- Financial and sales reconciliation of day to day processing, cash, cheque and credit card receipting
- Responsible for Front Counter float management and assisting Finance Department with batch reporting
- Data entry and maintenance of membership records within CRM, ensuring accuracy and information recording for each customer interaction

Please apply via [Seek.com.au](https://www.seek.com.au) with a cover letter and your CV addressed to People & Culture Manager, no later than **COB 16th April 2021**. There is a requirement for all successful applicants to be available for training from Monday 26 April.

The Geelong Football Club is a welcoming place where we seek to engage respectfully with people with diverse experiences and backgrounds. All applications are gratefully received and applicants will be considered on their ability to do the job and alignment to our Club values.