

# Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



<b>POSITION TITLE:</b>	Membership Sales Officer
<b>POSITION NUMBER:</b>	3478/2238
<b>DIVISION:</b>	City Life
<b>DEPARTMENT:</b>	Swim Sport & Leisure
<b>CLASSIFICATION:</b>	Band 4
<b>REPORTS TO:</b>	Membership Sales and Services Coordinator
<b>DIRECTLY MANAGES:</b>	N/A
<b>INTERNAL LIAISONS:</b>	Other employees within the Department, Division and other Divisions of the City.
<b>EXTERNAL LIAISONS:</b>	Members, local businesses, third party vendors.
<b>DATE:</b>	September 2024

## POSITION OBJECTIVES:

This position will be responsible for the centralised delivery of membership sales for Swim Sport & Leisure. It will also assist the Membership Sales and Services Coordinator, in the planning, reporting and implementation of effective sales systems and processes with a customer-centric focus.

## POSITION RESPONSIBILITIES:

### Key Responsibilities:

1. Assist the Membership Sales and Services Coordinator to ensure sales systems and processes meets business needs.
2. Conducting tours of Swim Sport & Leisure centres for potential members, with the specific aim of educating the community about the services provided and selling memberships.
3. Communicating with members, including phone calls, outreach activities and written communications related to membership queries.
4. Assist the Membership Sales and Services Coordinator in administrative duties relevant to sales including reporting and activities related to debt control and membership lifecycle.
5. Assist the Marketing, Sales and Customer Experience team with duties including marketing activations, centre displays, new member acquisition, retention initiatives and managing customer feedback.
6. Encouraging a strong sales culture and mindset in centres, playing a sales mentorship role to frontline teams.
7. Adhere to all Council's policies and procedures as relevant to this position.
8. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

### Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other.
- Create a healthy and safe environment for all.
- Embrace new ideas and better ways to work.
- Make people the centre of our business.

**Risk Management and Occupational Health & Safety Responsibilities:**

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

**CHILD SAFE:**

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

We are committed to:

1. Preventing child abuse occurring within our services, programs and facilities
2. Creating an organisational culture of child safety
3. Setting clear expectations of employees, volunteers and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers, contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

**KEY SELECTION CRITERIA:****Essential:**

- Well developed interpersonal and communication skills.
- High level customer service skills and understanding of customer experience.
- The ability to be flexible and work across multiple centres in Greater Geelong. Position may involve morning, evening and weekend shifts.
- Previous sales experience in a competitive environment.
- Ability to plan and organise a range of tasks to meet timeframes and carry out assigned tasks.
- Current Working with Children Check.

**Desirable:**

- Level 2 First Aid.
- Experience in working in a customer service/reception environment.
- Understanding of Perfect Gym/ Membership Management Systems would be highly regarded.
- Current Australian Driver's licence.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

In addition to those listed under the Key Selection criteria.

- The Membership Sales Officer is directly accountable to the Membership Sales and Services Coordinator for providing efficient and effective administrative support to centres in accordance with centre procedures, customer needs and nominated timeframes.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

**JUDGEMENT AND DECISION MAKING:**

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice are readily available.

**SPECIALIST SKILLS AND KNOWLEDGE:**

- Commitment to service ethic and personal service excellence.
- Computer skills.
- Membership Management software skills are desirable.
- Sound knowledge of overall function and organisation of the centres and employees.
- Commitment to ongoing training and development.

**MANAGEMENT SKILLS:**

- Ability to manage time, set priorities, plan and organise own work to carry out assigned duties efficiently and effectively.
- Ability to initiate and recommend to the Membership Sales and Services Coordinator improvements to membership sales and processes.
- Ability to handle difficult customers.

**INTERPERSONAL SKILLS:**

- Ability to deal pleasantly, clearly and tactfully with diverse members of the public and employees, both directly and over the phone.
- Good oral communication skills.
- Written communication skills for the purpose of undertaking routine clerical duties.
- Ability to work as part of a team.

**ADDITIONAL INFORMATION:**

- This position will be required to work on a rostered basis and candidates may need to be available to work weekends.
- Your work location will vary within the municipality as required.