

## Position Description

### Sales and Customer Experience Officer

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| <b>Position No:</b>         | NEW   |
| <b>Department:</b>          | La Trobe Sport  |
| <b>School:</b>              | Central Administration  |
| <b>Campus/Location:</b>     | Melbourne   |
| <b>Classification:</b>      | Higher Education Officer Level 5 (HEO5)   |
| <b>Employment Type:</b>     | Continuing, Full-Time   |
| <b>Position Supervisor:</b> | Sales and Customer Experience Coordinator   |
| <b>Number:</b>              | 50143403  |
| <b>Other Benefits:</b>      | <a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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#### For enquiries only contact:

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# Position Description

## Sales and Customer Experience Officer

### Position Context

La Trobe Sport is a University initiative with the strategic goal of developing La Trobe University into the University of choice for Sport in Australia.

La Trobe Sport facilitates programs, partnerships, research and course developments to enable La Trobe to be the leading university in Australia for sport-related teaching and research, to support student participation in sport and sport related clubs and to actively engage the local community and schools through the use of its sporting facilities and sport services.

La Trobe Sport was established to drive the implementation of the Plan for Sport at La Trobe that involves a range of activities:

- Develop teaching and learning opportunities related to sport
- Build the university research capacity related to sport
- Develop sporting partnerships that enhance teaching, learning and research
- Facilitate new and existing academic programs related to sport
- Facilitate coordination across student services and facilities management to maximise opportunities for club sport and sport partnerships with community and school sport groups
- Support the development of new infrastructure to enhance the sport and sport related programs at La Trobe
- Manage the La Trobe University sport-related partnerships and sponsorships

The primary purpose of this position is to work with the Coordinator, Sales & Customer Experience – La Trobe Sport, in driving sales of a range of programs and experiences delivered by La Trobe Sport and supporting outstanding customer experience in order to achieve strategic goals.

### Duties at this level may include:

- Work with the Coordinator, Sales & Customer Experience to implement business improvements, including processes, policies and procedures, for the operation of sport infrastructure and services including facility bookings, member services, front of house support and staffing.
- Work with the Coordinator, Sales & Customer Experience to promote and drive engagement in sport and recreation activities on campus, and specifically to drive utilisation of sport infrastructure.
- Deliver a variety of service support mechanisms (e.g. training/promotional materials, system modifications) to maximise service quality, efficiency and continuity.
- Supervise the day to day operation of sporting infrastructure, including setting priorities, meeting service standards and assisting with the monitoring or review of systems.
- Conduct analysis, presents results and put forward recommendations through the provision of briefings, presentations or written reports, to facilitate the interpretation of specific issues/problems to support decision making.
- Contribute to larger La Trobe Sport initiatives as part of a project team, to support the achievement of project objectives.
- Improves own professional capability and expertise through appropriate development and professional activities.
- Carry out other duties as required by the Senior Manager, Sport Infrastructure & Operations and Manager, Sport Facilities.

### Special Requirements:

- The Sales & Customer Experience Officer will be required to work outside regular work hours dependent on sport facility bookings

### Key Selection Criteria

#### ESSENTIAL

1. Relevant undergraduate qualifications in sport management or related fields; or an equivalent combination of relevant experience and education/training.
2. Demonstrated knowledge and understanding of the work practices, processes and procedures relevant to the role, particularly front of house coordination, relevant POS knowledge and financial process.
3. Demonstrated facility/program sales experience, facility booking and member services within the sport and/or tertiary industry.
4. Excellent interpersonal and communication skills and a proven track record in maintaining stakeholder relationships, particularly within the education sector.
5. Well-developed organizational and time management skills, including managing multiple demands, meeting tight deadlines, and the ability to work independently with minimal supervision.
6. High-level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool.

### Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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For Human Resource Use Only

Initials:                      Date: