



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Membership Services Officer	Level	7 (LC)
Business Unit	Leisure & Cultural Services	Position Number	01533,01534, 01687,01688 (01618 Casual)
Directorate	Corporate Services	Date Established	October 2019
Reporting to	Membership Supervisor	Date Updated	July 2024

2. KEY OBJECTIVES

- Promote all membership products and services with an aim of maximising Craigie Leisure Centre exposure and utilisation to the community.
- Provide a professional and courteous customer service to both internal and external customers and stakeholders.
- Provide a high-level administrative function to support the service provision.
- Promote a safe working environment.

3. KEY ACCOUNTABILITIES

- All work activities are completed with a proactive approach.
- Ensure communication is carried out in accordance with the approved member journey and prospect process.
- Ensure delivery of a high standard of customer service to internal and external customers in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure administrative support is undertaken efficiently and effectively within agreed timeframes.
- Ensure prompt capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Ensure all financial activities are undertaken in accordance with the City's cash handling protocols and practices.
- Undertake activities in accordance with the Business Unit Plan, Customer Service Plan, Corporate Business Plan and Strategic Community Plan.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Membership, Sales and Retention

- Follow up on membership sales enquiries and retention in accordance with the approved member journey.
- Conduct sales tours of the facilities and give guidance to prospective member on membership options.
- Perform membership related retention activities and participate in member events.
- Maintain up to date knowledge of all programs and services offered to the community by the Craigie Leisure Centre.
- Promote and sell Craigie Leisure Centre memberships and services.
- Assist in contributing to the Craigie Leisure Centre membership and income targets.
- Assist in the review of all membership sales and retention process.

Outcome: Customer Service

- Provide a high level of customer service to employees, members and patrons.
- Respond to customer and membership enquiries, feedback and requests in an efficient and professional manner.
- Assist and inform the Craigie Leisure Centre Supervisors with membership / customer service-related issues and feedback.
- Schedule and confirm member appointments.
- Assist and provide on-the-job training to casual staff on membership related information.
- Maintain confidentiality and privacy of customer records at all times.
- Identify ways to improve programs and work practices.
- Liaise with other team members as required ensuring a co-ordinated approach to operational activities.
- Undertake opening and closing procedures and shifts reporting.

Outcome: Membership Administration

- Administer member related tasks including transfer, upgrades and freezes.
- Maintain accurate daily cash, receipting, reconciliation and banking records.
- Attend and contribute to team meetings and trainings sessions.
- Action membership requests as received by email and in person.
- Undertake and maintain data entry of membership on the systems.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Work Health and Safety

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Developed written and verbal communication and interpersonal skills, with the ability to communicate effectively with employees, members and the general public both face to face and via telephone.
- Developed cash handling, numeracy and literacy skills.
- Developed ability to use the Microsoft Office suite of programs (Word, Excel, Outlook).
- Developed proactive customer service skills.
- Ability to operate point of sale systems and databases.
- Ability to contribute to and work as part of a team.

Knowledge:

- Knowledge and understanding of reception and administration duties.
- Knowledge of Health and Fitness industry.
- Knowledge of cash handling and banking procedures.

Experience:

- Previous experience in a sales and promotions role within a fitness or leisure centre environment.
- Previous experience dealing with both internal and external customers and the general public.
- Previous experience providing reception and general office administration.

Qualifications / Clearances:

- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment to position.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment to position.

6. EXTENT OF AUTHORITY

- Freedom to act within established guidelines.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in applying work practices and procedures.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision

Internal:

- Craigie Leisure Centre employees

External:

- General public, members and patrons
- Commercial agencies (contractors and suppliers)
- Allied Health professionals

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
--	---