



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Membership Services Officer	<b>Level</b>	2B (LC)
<b>Business Unit</b>	Leisure and Cultural Services	<b>Position Number</b>	01608
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	October 2019
<b>Reporting to</b>	Membership Supervisor	<b>Date Updated</b>	November 2021

### 2. KEY OBJECTIVES

- Promote membership products and services with an aim of maximizing leisure centre exposure and utilisation to the community.
- Undertake administration activities to support the membership function.
- Promote a safe working environment.

### 3. KEY ACCOUNTABILITIES

- Ensure communication and activities related to membership are carried out in accordance with the approved member journey and prospect process, and Craigie Leisure Centre Terms and Conditions.
- Ensure delivery of a professional, courteous, 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 and customer service support is undertaken efficiently, effectively and within agreed timeframes.
- Ensure prompt and accurate 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.
- Comply with OSH legislation, City protocols, procedures and other OSH 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.
- Conduct sales tours of the facilities and give guidance to prospective members 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 leisure centres.
- Promote and sell leisure centre memberships and services.
- Respond to customer and membership enquiries, feedback and requests.
- Assist and inform the Leisure Centre Supervisors with membership / customer service-related issues and feedback.
- Schedule and confirm member appointments.
- Maintain confidentiality and privacy of customer records at all times.
- 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.
- Action membership requests as received by email and in person.
- Enter, update and maintain membership data entry on the systems.
- Attend and contribute to team meetings and training sessions.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

**Outcome: Occupational Safety & Health**

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- 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 / SELECTION CRITERIA

**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- 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 the telephone.
- Cash handling, numeracy and literacy skills.
- Ability to use the Microsoft Office Outlook.
- 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 the Health and Fitness industry.
- Knowledge of cash handling and banking procedures.

**Experience:**

- Experience in a sales and promotions role within a fitness or leisure centre environment.
- 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.
- Appointment subject to provision of a satisfactory National Police Certificate that is no more than three months old.

**6. EXTENT OF AUTHORITY**

- Responsible for completion of regularly occurring tasks with general guidance.
- Personal judgement is required to follow predetermined procedures where a choice between more than two options is present.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- Guidance is available from more senior employees.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works with limited supervision

**Internal:**

- 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
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