

Membership Administrator

The Sydney Cricket & Sports Grounds has the responsibility and privilege of managing our city's original home of sport, the Sydney Cricket Ground. The SCG is an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the 1850s.

We have an exciting opportunity for a customer focused individual to join our Memberships team here at the SCG. This role provides accurate and timely information, whilst maintaining a high-level of customer service and administration to our members and their guests.

On a rotational basis, you will be required to work on games days to assist in providing a memorable experience for our members. Events run Monday to Sunday, day, evening, weekends and public holidays so don't expect to fall into the mainstream Monday to Friday; nine to five in this role.

As a business we are focused on delivering the very best experience for our customers. To achieve this, we are seeking people with a passion for service and a proactive approach to their daily working life. If this sounds like you and you can see yourself working in this challenging, dynamic industry at one of the foundation sites in world sport, then we want to hear from you. Benefits and a competitive salary package will be offered to the successful candidate.

Your ability to apply in accordance with the following desired skills:

- Customer centric;
- Clear communication;
- Organised with a high level of attention to detail; and
- An attitude of 'yes' to every challenge

HOW TO APPLY

Please obtain a copy of the role descriptions from the employment section of our website at www.scgt.nsw.gov.au and select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

APPLICATIONS CAN BE EMAILED TO: hadmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Sunday 19 May 2019

Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check.

The Sydney Cricket & Sports Grounds values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.

Role Description

POSITION TITLE	Membership Administrator
REPORTS TO	Manager- Membership & Customer Service
ROLE CLASSIFICATION	Full-Time
ROLE TYPE	Employee
DIVISION	Membership & Marketing
DEPARTMENT	Membership
DATE	May 2019

1. Purpose of the Role

To deliver exceptional customer service by anticipating Member and Guest needs, providing accurate and timely information and administrative support at The Sydney Cricket & Sports Grounds.

2. Key Accountabilities

- Ensure our Members and Guests receive a positive customer service experience;
- Provide memorable greetings
- Being approachable and welcoming to customers
- Sale of merchandise; including cash handling and balance of daily cash takings
- Processing of membership subscription payments and other membership fees, reconcile membership monies and prepare daily banking requirements
- Anticipating and resolving the issues of Members and Guests; including ensuring any complaints or feedback are handled sensitively or escalated where required
- Comprehensive knowledge of activities and layout of the Sydney Cricket Ground and Stadium Fitness Centre
- Reception desk duties
- Resolving complex issues and responding quickly to customer needs; providing a world class member experience
- Provide a memorable welcome to customers for the SCG Tour Experience; including processing of bookings and issuing passes
- Taking responsibility for delivery of a world class club experience to members, guests and visitors
- Submission and follow up of maintenance requests to the Facilities department
- Support staff in addressing initial patron/Member complaints
- Liaising with Members to assist in access and bookings for pools, tennis and squash courts
- Liaising with Members to assist with reciprocal rights for events

3. Key Challenges

- Work collaboratively with the Membership & Customer Services team and other departments across the organisation to provide exceptional customer service to Members and their guests
- Maintaining current knowledge of Member & Guests facilities and benefits offered by the Sydney Cricket & Sports Grounds to ensure accurate advice is provided

4. Key Relationships

WHO	WHY
All staff including General Managers	Liaise and communicate the SCG's requirements and establish appropriate action
Members and their guests, Tenants, Hirers	Provide customer service and advice that supports the SCG objectives. Liaise and communicate the SCG's requirements and establish appropriate action.

5. Focus Capabilities for the Role

CAPABILITY GROUP AND NAME	BHEAVIOURAL INDICATORS
Personal Attributes Act with Integrity	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Personal Attributes Manage Self	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities • Look for opportunities to learn from the feedback of others
Relationships Communicates effectively	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain this clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements

	<ul style="list-style-type: none"> • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers
Relationships Work Collaboratively	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks

6. Role Dimensions

Decision Making	This role has limited decision making responsibilities but must be able to problem solve
Dimensions	This role will work closely with the Manager- Member & Customer Services, and the wider Membership & Customer Services Division.

7. Qualifications/Experience

- 1-2 years front desk or customer service experience as well as previous experience in cash handling
- Exceptional organisational skills and high level of attention to detail
- Customer Service excellence with demonstrated ability to provide customer centric services in line with the organisational objectives
- Ability to communicate clearly, actively listen to others and respond with respect
- Demonstrated achievement of results through efficient use of resources and a commitment to quality outcomes
- Ethical and professional standards, including adhering to SCG Values & Vision
- Excellent knowledge of Microsoft Office
- Previous experience in a venue related or events environment is desirable

8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Sydney Cricket and Sports Grounds has formalised a suitable code of conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

9. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required