



POSITION DESCRIPTION

Club Services Representative Membership



Title:

Club Services Representative

Reports to:

Membership Services Manager

Direct Reports:

NIL

Job Goal:

To provide accurate, timely and excellent customer service to Club's members, prospective members and the general public.

Accountabilities/ Responsibilities:

Organising and Operating

- Provide timely, courteous, friendly and professional customer service to members, prospective members and the general public.
- Resolve member and public requests or needs on first point of contact and ensure the member/patron is kept up to date with progress of any escalated or transferred queries.
- Take appropriate responsibility and be proactive in achieving customer satisfaction.
- Provide a consistent high level of service for all members and non-members with enquiries via phone, email, live chat or face to face at the Membership Service Counter.
- Proactively engage with members on a match day in the Members' Reserve.
- Processing of annual membership renewals, new membership offers and waiting list nominations.
- Perform any administration or database duties as required.
- Contribute to the continuous improvement of membership processes by identifying service gaps, providing feedback on recurring member enquiries, and supporting the development and refinement of procedures to enhance efficiency and member experience.
- Act as Match Day Supervisor for Membership Services staff as rostered, providing on-the-ground leadership, support and direction to the team, managing escalations, ensuring service standards are upheld, and overseeing smooth operations within the Members' Reserve and Membership Service areas.

Monitoring and Control

- Maintain up to date knowledge of all relevant Club policies and service requirements.
- Maintain knowledge of computer system to access and provide accurate information to members/public enquiries.
- Ensure you adhere to all policies, procedures and confidentiality requirements
- Support and comply with MCC health and safety procedures.



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Personal Interaction

- Actively participate as a team player to strive towards overall performance of the area.
- Contribute to high team morale and enjoyable workplace through communication and involvement with other team members.
- Ensure you participate in all services team training and uphold the standards required.
- Support other team members when required and take advice and feedback from others towards a harmonious and effective team workplace.
- Pro-actively participate in team meetings.

Experience / Skills / Qualifications:

- Experience in a service organisation, particularly membership based is highly regarded.
- Experience in reconciling daily financial transactions accurately and efficiently.
- Experience working on CRM databases and Point of sale (POS) systems preferred
- Excellent customer service, with professional people, writing and telephone skills.
- Adaptable with a willingness to multi-skill and assist when required.
- A positive, warm and friendly approach, with strong listening skills and a genuine willingness to help customers
- Confidence in proactively approaching members and customers on match day that may require assistance
- Excellent communication skills – written and oral – including dealing with conflict (customer service related).
- Sound data entry skills with an emphasis on accuracy
- Ability to contribute strongly in a team related environment.
- Demonstrated customer service commitment (follow through/accountability and taking ownership)
- Organised / motivated with a professional work ethic and proactive disposition
- Knowledge of Microsoft Office products.
- Available for match day duties on weekends as required in line with match day roster.
- Basic knowledge and interest in sport.
- Demonstrates commitment to MCC values

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.

It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.