

SALES SUPERVISOR

(POSITION #07623)

AWARD CLASSIFICATION	GOSAC, Level 2	ANZSCO	611312
DIRECTORATE	Venue Management	BRANCH	Venue Services
LINE MANAGER	Sales & Services Manager	DIRECT REPORTS	1
SPECIAL CONDITIONS	N/A		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The Sales Supervisor plays a key role in maximising sales for the VenuesWest Fitness Centres to achieve Fitness Centre membership targets and deliver quality customer experiences.

Due to the nature of the work undertaken, this position may be exposed to traumatic events in the workplace. VenuesWest is committed to proactively ensuring the psychosocial safety and health of our workers through risk control and provision of services to support workers exposed to and impacted by traumatic events.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

SALES

- Undertakes direct selling of health and fitness memberships and secondary spend such as personal training and small group training as required to assist in achieving set targets.
- Contributes to the identification of promotions, competitions and other strategies to drive retention and new sales across health and fitness and programs.
- Proactively promotes Venues West products and activities
- Follows up on health and fitness sales enquiries in accordance with the VenuesWest Membership Journey.
- Conducts sales tours of the facilities and gives guidance to prospective members on the type of membership category best suited to their needs and requests.
- Ensures daily minimum sales targets and activities are achieved as outlined in the Membership Sales Journey
- Assists the Manager Programs, Fitness and Sales in developing and maintaining comprehensive membership retention.
- Monitors the sales management enquiry system.
- Implements referral systems and strategies and follows up membership promotions.
- Addresses membership and account queries.
- Carries out competitor analysis and researches current fitness centre trends and new target markets providing information for positive use to increase business and income.

- Assists the Manager Programs, Fitness and Sales with the development and implementation of a quarterly marketing plan, including the planning and organisation of promotional events/programs as directed.

STAFF SUPERVISION

- Administers the induction and training and monitors performance of Sales Officers, including conducting weekly role playing
- Determines staff requirements, assists with recruiting and ensures all rosters are filled, arranging and covering shifts as required.
- Maintains a database of casual staff details and current qualifications.
- Collates all casual employees' timesheets verifying accuracy of hours worked.

CUSTOMER SERVICE

- Greets customers and attends to enquiries on behalf of the Programs, Fitness and Sales teams including answering incoming calls, directing/referring enquiries and relaying messages appropriately.
- Provides information, assistance and guidance to customers and stakeholders including:
 - o directions to venue locations
 - o membership enquiries and walk in sales
 - o forms, class tokens, pool passes and locker keys
 - o changes to scheduled classes, events, programmes, pool availability and public holiday changes
- Addresses customer queries and complaints regarding fitness centre and group fitness classes, refer or follow up as appropriate.
- Assists in the presentation and organisation of the reception area.
- Operates cash register for Fitness Centre entry and other purposes, including processes payments and receipts, cash reconciliation and banking duties as required.
- Makes and confirms appointment times and informs staff when appointment arrives.
- Ensures all Fitness Centre information is current in all displays.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Previous experience in a sales role within a Fitness or Leisure Centre, including the ability and desire to meet sales targets.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.

6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Provide First Aid (HLTAID003) and Provide CPR (HLTAID001); or capacity to complete within 1 month of commencement

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be - as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Taryn deLestang
General Manager
Venue Operations

Date JDF
Approved

30 August 2017