

SALES OFFICER

(POSITION #07624/07625)

OFFICIAL

VENUES WEST

AWARD CLASSIFICATION	GOSAC, Level 1	ANZSCO	621111
DIRECTORATE	Venue Management	BRANCH	Venue Services
LINE MANAGER	Sales Supervisor	DIRECT REPORTS	Nil
SPECIAL CONDITIONS	Nil		

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 Membership Sales Officer provides a reception, membership and administrative service to facilitate access to the Fitness Centre, maximise sales and ensure high quality customer experiences.

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, CUSTOMER SERVICE AND ADMINISTRATION

- 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:
 - directions to venue locations
 - membership enquiries and walk in sales
 - forms, class tokens, pool passes and locker keys
 - changes to scheduled classes, events, programmes, pool availability and public holiday changes
- Undertakes direct selling of health and fitness membership secondary spend such as personal training and small group training, under the guidance of the Sales Supervisor.
- Embraces and follows the Venues West Membership Journey Sales System
- Follows up member calls and finalise documentation as required
- Maintains systems and records including client database, membership register, personal and group personal training bookings register and sales record keeping system.
- Operates cash register for Fitness Centre entry and other purposes including processes payments and receipts, cash reconciliation and banking duties.
- Assists in the presentation and organisation of the reception area.
- Organises, confirms and announces appointments.
- Maintains stock levels of office stationery and other consumables.
- Prepares and distributes standard correspondence, reports and promotional material.
- Attends team meetings.
- Informs casuals of relevant information by email or other effective methods.
- Assists Manager Programs, Fitness and Sales with reporting requirements and improvements to administration practices.

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 reception or customer service position.
2. Supports shared purpose by understanding organisational objectives and how they are relevant to the role.
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 informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of 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; Listens to, understands and adapts communication styles to the audience.

DESIRABLE

1. Experience in a sales role in the health and fitness industry

QUALIFICATIONS / CERTIFICATIONS

ESSENTIAL

- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 3 months 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.

<Delegate Name>
<Job Title>

<DELEGATE SIGNATURE>

Date JDF Approved

Click or tap to enter a date.