

LOYALTY AND CUSTOMER EXPERIENCE COORDINATOR

Are you a people person that loves going out of your way to provide 1st class customer service?

Moorebank Sports Club "Sporties" has a vision dedicated to enriching the community. Our mission and key to our success is exceeding expectations by creating destinations of good times and great memories through our people, product, and presentation.

THE POSITION

This revamped position will ensure the Club effectively delivers the Sporties loyalty and promotional program whilst building strong customer activations, retention, and satisfaction. Flexible employment options to suit the best applicant.

- Developing and growing valuable member relationships
- Ensuring customers are aware of the loyalty program offerings and benefits
- Actively promoting the Clubs promotional schedule including running promotions which involve the use of a microphone
- Resolving all customer issues immediately and escalating where necessary
- Planning and hosting member events or activities
- Performing administrative tasks including end of shift reports and data analysis
- Maintaining solid gaming compliance in line with legislation, codes of practices and the Clubs commitment to responsible gaming
- Leading by example and ensure gaming staff are providing 1st class service to our valued customers
- Keep gaming staff aware of loyalty program

KEY SKILLS



Exceptional interpersonal communication skills



Impeccable grooming and presentation standards



Ability to think "outside the box" to problem solve customer issues



Natural ability to build rapport with customers



RSA Certificate and RCG Certificate or willingness to obtain



A strong commitment to working as a part of a team



The ability to work a flexible roster including days, nights, weekends, and public holidays

Sporties

WE CAN PROVIDE

- An energetic and responsive senior leadership team focussed on achieving excellence in all areas
- A team that truly values its people
- Ongoing training and development
- Discounted meals when working
- Reward and Recognition program
- Health and Wellbeing initiatives including a EAP Program
- Free onsite parking

If you are looking for an exciting opportunity to make a difference and work in great team, we would love you to apply.

Moorebank Sports is an EEO employer and encourages applicants from diverse backgrounds.

Apply Now

Applications close: 20 November 2020

