

Job title: Membership Services Coordinator	
Classification: Band 5	Effective Date: April 2024
Reports to: Administration Manager	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Coordinate membership services delivery and supervise membership services staff across the Aqualink Centres in the delivery of day-to-day operations and engagement in community health and wellness.

Key Responsibilities

Position Specific Responsibilities

- Provide leadership in the planning and implementation, supervision and evaluation of membership services programs and activities including membership sales/retention.
- Coordinate the recruitment, training, supervision and monthly rostering of the Membership Consultants.
- Set and communicate both individual and team new membership sales targets on a weekly, monthly and annual basis.
- Engage with members and patrons to maintain relationships and facilitate retention with regular users.
- Liaise with the Administration Manager and provide information for strategic planning purposes.
- Provide administrative support to the Administration Manager with tasks relating to area statistics, reporting and purchase ordering.
- Provide excellent customer service to all patrons in accordance with Centre policies and respond to customer feedback relating to relevant area.
- Ensure the safe operation of all programs and activities within the membership services area.
- Oversee WorkCover and corporate memberships, and direct debit processing.
- Supervision of the day-to-day operations of the membership services area in consultation with the Administration Manager.
- Participation in the area roster as required.
- Provide input to the Centre's budgets and capital works requests and undertake project management and/or monthly monitoring to ensure that operations are within budget parameters.
- Keep abreast of trends in the industry.
- Positively promote Aqualink and Aqualink programs.
- Ensure all employees are working in accordance with safe work practices, the safe operation of equipment and OHS policies and procedures.
- Contribute to the development of Centre marketing plans.
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard.
- Treat all patron information in accordance with the Privacy Act.

- Ensure the safety of patrons in the area and respond to first aid and emergency situations in accordance with Centre procedures.
- Act as Area Warden in emergency evacuations as required.
- Develop and maintain effective working relationships with the Leisure Facilities Leadership Team to facilitate efficiencies and consistency across centres.
- Empower your team of Membership Consultants to engage with the community and provide a high standard of customer service to suit their individual needs.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Provide information as required to assist the Administration Manager with the budget preparation.

Staff responsibility: The position will lead and supervise membership consultants and Customer Service Administrations staff.

Decision Making:

- The position has the authority to act within clear objectives and budgets and regular reporting to ensure adherence to plans.

- The work may involve solving problems, using procedures and guidelines and the application of professional knowledge or knowledge acquired through relevant experience.
- Problems encountered are often of a complex or technical nature with some creativity and originality required.
- The position will brief the Administration Manager of any significant issues and/or those of strategic importance.

Key Relationships

- The position will liaise with other team members, Membership Consultants, senior staff, patrons, suppliers, schools, sporting clubs and community groups.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Demonstrated successful experience and achievement in membership sales.
- Demonstrated successful experience in a customer service (reception) position.
- Demonstrated experience and achievement in team supervision, rostering and involvement in staff training and professional development.
- Level 2 First Aid Certificate. (or willing to obtain as part of employment)
- CPR Qualification. (or willing to obtain as part of employment)
- Satisfactory National Criminal History Check
- Working with Children Check (or willing to obtain as part of employment)
- SSISS00111 Pool Lifeguard qualification (desirable)

Technology

- Proficiency in Microsoft Office suite of applications.
- Experience with point of sale systems and database management (preferably Perfect Gym Solutions software).

Interpersonal

- Requires the ability to gain co-operation and assistance from clients and other employees in the efficient operation of the centre and in the supervision of staff.
- Excellent oral and written communication skills to enable positive interaction with staff, patrons and other internal and external stakeholders.
- Ability to resolve complex problems relating to the centre.
- Ability to prepare reports and correspondence.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Friendly, enthusiastic and professional approach

Leadership/management

- Ability to work as part of a team and individually in a largely autonomous role.
- Ability to manage own time, set priorities and plan and organise one's own work and that of supervised employees to achieve the set objectives of the team in the most efficient way possible within the resources available and within a set timetable.
- Ability to provide direction, leadership and structured or on the job training to the team.
- Good understanding of and ability to implement HR and OHS policies and practices relevant to the role.

Other technical skills

- Excellent customer service skills.
- Ability to identify community needs and assist in the development of program solutions.
- Good public relations skills.
- Understanding of Centre operations and objectives and ability to review and develop systems and procedures accordingly.
- Knowledge of and commitment to OHS and Equal Opportunity policies and practices.
- Excellent knowledge of and ability to work within the parameters of the Act, Regulations, and relevant Frameworks, and ability to quickly obtain knowledge of Council policies and procedures.

Other Attributes (Desirable)

- Experience in similar position within the Leisure industry.

Notes and Comments

- Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings, training sessions and events.
- The position will be able to work from different locations within the municipality.
- The position requires work on a rotational weekend basis (10 weekend days per year).
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
 - Monday to Friday 4.30am – 11.30pm
 - Saturday 4.30am – 10.30pm
 - Sunday and public holidays 7.00am – 10.30pm

Key Selection Criteria

1. Demonstrated successful experience and achievement in membership sales.
2. Demonstrated experience and achievement in team leadership, supervision, rostering and involvement in staff training and professional development.
3. Successful organisation, planning and work prioritisation skills.
4. Ability to resolve operational problems relating to the membership services area.
5. Ability to prepare timely reports and correspondence.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	X	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	X	Performed Sometimes	
Standing Tasks involve standing in an upright position	X	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	X	Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	X	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	X	Performed Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	X	Performed Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	X	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	X	Rarely Required	

Any other relevant comments: