



## RECEPTIONIST/OPERATIONS ASSISTANT

Full-Time Maternity Cover Position, Fixed Term until June 30, 2021

South Fremantle Football Club (SFFC) are seeking a professional and enthusiastic individual with a confident and competent approach to temporarily fill this important front-of-house administration role.

Reporting directly to the Chief Executive Officer, the Receptionist/Operations Assistant will be responsible for delivering customer service excellence to all Members, Partners and Stakeholders whilst supporting the needs and strategic deliverables of SFFC as a high-performance organisation.

### Key responsibilities:

- Customer service desk duties, including all Reception duties and enquiries (phone, email, in-person)
- Maintain the SFFC Member database and lead all membership liaison and duties
- Lead all Reception/Administration tasks, including daily banking, reconciliations and mail duties
- Lead all Club Merchandise requirements, including maintaining all in-store and online retail platforms, along with pick/pack/post of all sales
- Assist with organisation and execution of all Club events
- Run match day customer service and team store requirements
- Provide Executive assistance and administration support to the Chief Executive Officer
- Support the GM-Football/Community with football department administration and operations duties

### The successful candidate will be able to demonstrate the following key criteria:

- Outstanding customer service and relationship management skills
- High level of attention to detail and exceptional organisational skills
- Superior written and verbal communication skills
- A strong work ethic with a growth mindset
- Proven ability to work collaboratively and successfully as part of a small, committed team
- Proficient in Microsoft Office Suite (e.g. Word, Excel, PowerPoint)
- An understanding of the WAFL competition, and a genuine interest in football
- Ability and dedication to work on weekends and out-of-hours during the football season

This is a unique opportunity to join the 'Premier Family Club'.

Be a key part of a dynamic and high-performing team culture within a Club that is a 120-year old West Australian sporting industry icon.

To apply for this position, please send **both** your Resume and a Cover Letter addressing the key criteria above to:

**Recruitment** - South Fremantle Football Club  
[recruitment@sffc.com.au](mailto:recruitment@sffc.com.au)

**Closing date for applications is 5pm on Wednesday September 23, 2020.**