



## Member Services Officer/Receptionist

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- Full time ongoing opportunity
- West Melbourne location
- Utilise your outstanding customer service skills

Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the State level with animal welfare and integrity as its key priorities. GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position and are seeking a passionate and professional person to fill the role of Member Services Officer/Receptionist.

Reporting to the Member Services Supervisor, the Member Services Officer/Receptionist is responsible for providing superior customer service to Greyhound Racing Victoria stakeholders, participants and visitors. This is a front of house position greeting visitors and is responsible for answering and forwarding incoming calls and taking telephone messages along with other requirements of day to day operations. The Member Services Officer/Receptionist will also provide administrative support (data entry and database management) of GRV's regulatory responsibilities which includes the registration of owners, trainers and greyhounds in the state of Victoria. The position is also responsible for the recording of race nominations and scratchings.

To be considered for this position you will demonstrate:

- Strong customer service skills including the ability to identify, recommend and implement changes to service standards to meet the needs of customers
- Strong communication skills both verbal and written including presentation and report writing competencies
- An ability to develop effective work place relationships and constructively deal with conflict if it arises
- An ability to prioritise competing demands, accurate data-entry skills and strict attention to detail

To apply for this position please submit your resume and cover letter addressing the above selection criteria to [careers@grv.org.au](mailto:careers@grv.org.au) by 5:00 pm Friday 7 April 2017.

For further information please contact Kate Williams, Member Services Manager (03) 8329 1160 or for a copy of the position description, please visit our website – [www.grv.or.au](http://www.grv.or.au)

*GRV is an EEO employer*

*All offers of Employment will be subject to a satisfactory police check*

*All employees must have the right to work in Australia*