



Member Services Officer Position

Join the exciting Greyhound Racing Industry

- **West Melbourne Location**
- **Supporting and friendly team**
- **Use your standout customer service skills**
- **Full Time Position**

Greyhound Racing Victoria (GRV) are in the business of governing, operating and promoting greyhound racing of the highest integrity to wagering operators nationally and internationally and to Victorian clubs for the enjoyment of members, wagerers and on-course racegoers. 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.

The Member Services Officer is a customer service role and is responsible for the administration (data-entry and data-base management) of GRV's regulatory responsibilities which include the registration of owners, trainers and greyhounds in the state of Victoria. The Member Services Officer is also responsible for the recording of race nominations and scratchings.

Reporting directly to the Member Services Manager, this exciting position plays an active role in ensuring the day to day administration for Greyhound Racing Victoria.

To apply for this position please address the following selection criteria and forward together with your cover letter and resume to careers@grv.org.au by close of business, Friday 31 October 2014.

- Strong customer service skills, including an ability to change service standards and delivery methods in line with changing customer needs.
- Strong communication skills including presentation and report writing competencies
- An ability to develop effective work place relationships
- Constructively deal with pressure work situations
- An ability to prioritise competing demands, accurate data-entry skills and demonstrated attention to detail.

For further information please contact Ms Kate Williams, on telephone number (03) 8329 1160 or for a copy of the position description, please visit our web site – www.grv.org.au

*GRV is an EEO Employer
Employees must have the right to work in Australia
All offers of Employment will be subject to a satisfactory policy check*