

**Member Services Officer x 2 – 12 Month Contract**

* **Full Time Positions x 2 – 12 Month Contract**
* **Customer Service and Administrative function**
* **West Melbourne Location**

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 passionate and professional persons to fill the roles of **Member Services Officers.**

The Member Services Officer will assist in meeting this objective through the professional, timely and superior customer service delivered to existing industry participants and new entrants. Customer contact in this environment is principally by phone and e-mail communication however some face-to-face contact is made.

In addition to delivering professional and timely customer service, this role is responsible for the administration of GRV’s regulatory responsibilities which include the registration of owners, trainers, litters, and greyhounds in the state of Victoria. The Member Services Department is also responsible, for the recording of race nominations and scratchings and are the first point of contact for key stakeholders.

**Your key responsibilities will be:**

* Respond to general phone enquiries in a timely and professional manner at all times
* Respond to email to email enquiries, providing quality replies and suggestions
* Respond to reception enquiries and attend to the needs of the customer in a professional and expedient manner
* Communicate to industry participants and new entrants in verbal, written and electronic forms
* Processing applications for registration of litters and greyhounds in accordance with MSD customer service standards
* Process applications for the race naming of greyhounds in conjunction with Greyhounds Australasia
* Prepare greyhound racing identity cards
* Record race nominations and race day scratchings
* Processing participant applications for registrations in accordance with MSD customer service standards

**To be successful in this role, you will have:**

* Excellent customer service skills with the ability to change service standards and delivery methods in line with changing customer needs
* Strong communication skills with the ability to build rapport with customers
* Conflict resolution skills with the ability to resolve customer issues
* Excellent organisational skills with the ability to prioritise competing demands
* High attention to detail and accurate data entry skills

To apply for this position please send your cover letter addressing the selection criteria together with a copy of your resume to careers@grv.org.au by Close of Business 1st of February 2017

For further information, please contact Kate Williams, Member Services and Development Manager on telephone number (03) 8329 1160 or for a copy of the position description, please visit our web site – [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*