



Member Services Officer

- **Full-Time 12 month Fixed Term Contract**
- **Utilise your outstanding customer service skills**
- **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 a passionate and professional person to fill the role of Member Services Officer.

The Member Services Officer is responsible for providing outstanding customer service to industry participants and new entrants and administrative support (data entry and database management) of GRV's regulatory responsibilities which include 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 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

For further information about the position please contact Kate Williams – Member Services and Advisory Support Manager on (03) 8329 1160 or for a copy of the position description, please visit our website at www.grv.org.au

To apply for this position please submit your cover letter addressing the above selection criteria together with your resume by clicking on Apply for this job! Applications close on Friday 19 August 2016.

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