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| Position Title: Member Services Officer | Department: Member Services and Development/General Counsel **General Council** |
| Change to Existing Position | Date: Jan 2017 |
| Reports to (position): Member Services Supervisor | Grade: |
| Positions that report to this position: | Nil |
| Name of present incumbent (if applicable): |  |

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| Primary Purpose of the Position: |
| 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.  The Member Service Department is a learning environment where people’s input into operational improvement and efficiency is both welcomed and embraced. |
| **Scope:** |
| Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the State level with animal welfare and integrity as its key priorities.  GRV is 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 race goers.  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. This will ensure that the best standard of service is continually provided across the organisation and that GRV will build on and maintain its excellent reputation and effective profitability.  Our vision is for Greyhound Racing Victoria to become the world’s most respected greyhound racing body; widely regarded for the market position and reputation we have created for greyhound racing in Victoria.  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. |
| **Freedom to Act / Decision Making** |
| Nil |

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| **Key Result Area** | **Accountability / Activity** | **Key Performance Indicator** |
| *Customer Services* | Respond to general phone enquires in a timely and professional manner at all times  * Respond to email enquiries, providing quality replies and suggestions * Receptionist duties, answer enquiries and attend to the needs of the customer in a professional and expedient manner via telephone and face to face * Communicate to industry participants and new entrants in verbal, written and electronic forms * Assist participants navigating GRV Website | Customer/Industry Feedback |
| *Administration* | * 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 scratching * Processing applications for registrations as an owner or training in accordance with MSD customer service standards * Confirm finalised scratching * Reconcile the departments daily banking * Seek opportunities for improvement in customer service delivery and administrative process * Undertake various projects and research as directed by the Member Services Supervisor * Undertake any other tasks as reasonably directed from time to time by the Member Services Supervisor | Accuracy of processing  * Scratching/Nomination lists * Bank reconciliation reports |
| Duties | * Other duties as reasonably requested from time to time |  |
| OHS | * Maintain a safe working environment in your area of responsibility. * Ensure that OH&S principles and guidelines are adhered to. * Report any breach in OH&S.  Document any hazard and make suggestions / recommendations for improvements. * Report accidents and injuries and near misses as per GRV Policy and Guidelines. * Provide and maintain as far as is practicable a working environment that is safe and without risk to health. * Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. * Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and GRV policies and promote a working environment that is congruent with these guidelines. | |  | | --- | | * Role model safe work practices ensuring adherence to OHS policy and procedures * Report incident/accident/hazard in the workplace in a timely manner  Actively Support and Promote OHS | |

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| Key Business Contacts | |
| External | Internal |
| Industry Participants | Member Services Supervisor |
| Greyhounds Australasia | Manager Member Services and Development |
| Victorian ear-brands and marking officials | Racing Dept. |
| Interstate Greyhound Racing Authorities | Stewards Department |
| Tabcorp Ltd (race day operations) | Finance Department |
|  | Technology & e-Business Department |
|  | Welfare/GAP |

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| Person Specification | |
| Education/Qualifications | |
| Essential | Desirable |
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| Skills/Knowledge | |
| Essential | Desirable |
| Strong customer service skills including an ability to change service standards and delivery methods in line with changing customer needs | A strong understanding of the Greyhound Racing Industry is advantageous |
| Strong communication skills with the ability to build rapport with customers |  |
| Conflict resolution skills with the ability to resolve customer issues |  |
| An ability to prioritise competing demands, accurate data entry skills and strict attention to detail |  |
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| Attributes | |
| Essential | Desirable |
| Responsiveness |  |
| Integrity |  |
| Impartiality |  |
| Accountability |  |
| Respect |  |
| Leadership |  |
| Human Rights |  |

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| Employment Conditions |
| * Terms and conditions of employment are per the current GRV ‘Employee Enterprise Agreement’ * The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day, and night hours. GRV employees are bound by several regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the Code of Conduct for Victorian Public Sector Employees. * All employment at GRV is subject to a satisfactory police check. * All employees at GRV are required to have the right to work in Australia. * All employees are required to comply with OHS statutory obligations. * GRV is an EEO employer. |

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_

SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_