



**Position Title: Member Services  
Officer/Receptionist**

**Department: Member Services: Clubs &  
Membership Development**

New Position

**Date:** March 2017

Change to Existing Position

**Reports to (position):**

*Member Services Supervisor*

**Positions that report to this position:**

*NIL*

**Name of present incumbent (if applicable):**

**PRIMARY PURPOSE OF ROLE:** *This should be a summary or 'vision' for the position. Consider what aspects of the role, if they were removed, would cause the position to no longer add value to , or be required at GRV*

To provide superior customer service to GRV 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.

**SCOPE:** *The scope of work provides information about the larger picture of the position – how it relates to other positions in GRV and to the broader community outside of GRV.*

Greyhound Racing Victoria (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.

**FREEDOM TO ACT / DECISION MAKING:** *This should outline the extent of the positions scope to act without need for further approval – e.g.*

- *Managing of employees within the company policy and legislative requirements*
- *Define specific objectives for the member of the team within company objectives*
- *Department budget expenditure up to \$20K*
- *Authority to approve timesheets*

NIL

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
<i>Area of Focus</i>	<i>What activities are you responsible for?</i>	<i>How will you know this has been achieved?</i>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Respond to reception enquiries and attend to the needs of the customer in a professional and expedient manner</li> <li>Manage GRV's enquiries by forwarding calls, taking messages and directing messages to appropriate internal staff</li> <li>Respond to email enquiries, providing clear and concise responses and where appropriate provide recommendations</li> <li>Communicate to industry participants and new entrants in verbal, written and electronic forms</li> <li>Assist stakeholders navigating GRV Website</li> <li>Ensure maintenance of a professional standard at reception area</li> <li>Respond to general phone enquires in a timely and professional manner at all times</li> <li>Communicate to industry participants and new entrants in verbal, written and electronic forms</li> </ul>	<ul style="list-style-type: none"> <li>Customer/Industry Feedback</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Processing applications for registration of litters and greyhounds in accordance with MSD customer service standards</li> <li>Process applications for the race naming of greyhounds in conjunction with Greyhounds Australasia</li> <li>Prepare greyhound racing identity cards</li> <li>Record race nominations and race day scratching</li> <li>Processing applications for registration as an owner or trainer in accordance with MSD customer service standards</li> <li>Confirm finalised scratching</li> <li>Reconcile the departments daily banking</li> <li>Seek opportunities for improvement in customer service delivery and administrative process</li> <li>Undertake various projects and research as directed by the Member Services Manager</li> <li>Undertake any other tasks as reasonably directed from time to time by the Member Services Manager</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy of processing</li> <li>Bank reconciliation reports</li> </ul>
<b>Duties</b>	<ul style="list-style-type: none"> <li>Other duties as reasonably requested from time to time</li> </ul>	
<b>OHS</b>	<ul style="list-style-type: none"> <li>Maintain a safe working environment in your area of responsibility.</li> <li>Ensure that OH&amp;S principles and guidelines are adhered to.</li> <li>Report any breach in OH&amp;S. Document any hazard and make suggestions / recommendations for improvements.</li> <li>Report accidents and injuries and near misses as per GRV Policy and Guidelines.</li> <li>Provide and maintain so far as is practicable a working environment that is safe and without risk to health.</li> </ul>	<ul style="list-style-type: none"> <li>Role model safe work practices ensuring adherence to OHS policy and procedures</li> <li>Report incident/accident/hazard in the workplace in a timely manner</li> <li>Actively Support and Promote OHS</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Understand responsibilities and accountabilities to yourself and others in accordance with OH&amp;S legislation and GRV policies and promote a working environment that is congruent with these guidelines.</li> </ul>	
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KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
Industry Participants	Member Services Manager
Greyhounds Australasia	Member Services Manager
Interstate greyhound racing authorities	All other internal GRV Staff
General Public	
External Stakeholders	

PERSON SPECIFICATION	
EDUCATION/QUALIFICATIONS <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
N/A	N/A
SKILLS/KNOWLEDGE <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
Strong customer service skills including the ability to identify recommend and implement changes to service standards to meet the needs of customers.	A strong understanding of the Greyhound Racing Industry is advantageous
Strong communication skills both verbal and written including presentation and report writing competencies	Good skills in MS word, excel and outlook
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	
ATTRIBUTES <i>required to ensure satisfactory performance and cultural fit</i>	
ESSENTIAL	DESIRABLE
Responsiveness	Ability to Multi-task
Integrity	Self Motivated
Impartiality	

Accountability	
Respect	
Leadership	
Human Rights	

<b>EMPLOYMENT CONDITIONS</b>	
<ul style="list-style-type: none"><li>• Terms and conditions of employment are per the current GRV 'Employee Enterprise Agreement'</li><li>• The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. GRV employees are bound by a number of 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.</li><li>• All employment at GRV is subject to a satisfactory police check prior to commencement</li><li>• All employees at GRV are required to have the right to work in Australia.</li><li>• All employees are required to comply with WHS statutory obligations.</li><li>• GRV is an EEO employer.</li></ul>	

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

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