



**POSITION DESCRIPTION**

**Position Title: Member Services Officer**

**Department: Club & Membership Development**

**Change to Existing Position**

**Date: 5 September 2014**

**Reports to (position): Member Services Manager**

**Grade:**

**Positions that report to this position:**

**Nil**

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

**Vacant**

**PRIMARY PURPOSE OF THE POSITION:**

In addition to the customer service aspect this role 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 Department is also responsible for the recording of race nominations and scratchings.

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) 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

KEY RESULT AREA	ACCOUNTABILITY / ACTIVITY	KEY PERFORMANCE INDICATOR
<i>Customer Services</i>	<ul style="list-style-type: none"> <li>• Respond to general phone enquires in a timely and professional manner at all times</li> <li>• Respond to email enquiries, providing quality replies and suggestions</li> <li>• Respond to reception enquiries and attend to the needs of the customer in a professional and expedient manner</li> <li>• Communicate to industry participants and new entrants in verbal, written and electronic forms</li> <li>• Assist participants navigating GRV Website</li> </ul>	<ul style="list-style-type: none"> <li>• Customer/Industry Feedback</li> </ul>
<i>Administration</i>	<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 registrations as an owner or training 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>• Scratching/Nomination lists</li> <li>• Bank reconciliation reports</li> </ul>

KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
Industry Participants	Member Services Manager
Greyhounds Australasia	General Manager Clubs and Membership Development
Victorian ear-brands and marking officials	Chief Grader
Interstate greyhound racing authorities	Stewards Department
Tabcorp Ltd (race day operations)	Finance Department
	Technology & e-Business Department

PERSON SPECIFICATION	
EDUCATION/QUALIFICATIONS <i>necessary to meet position objectives</i>	
ESSENTIAL	DESIRABLE
N/A	
SKILLS/KNOWLEDGE <i>necessary to meet position objectives</i>	
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 including presentation and report writing competencies	
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	
Integrity	
Impartiality	
Accountability	
Respect	
Leadership	
Human Rights	

### 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 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.
- 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: \_\_\_\_\_