



A GREAT PLACE TO WORK, PLAY AND SHOP

## Position description

**Position title:** Memberships Team Leader

**Branch:** Recreation Services

**Position number:** 5527.3

**Level:** Local Government Industry Award

**Level 5**

**Division:** Community and Development Services

**Review date:** January 2020

### Position objective

Drive increase to memberships. Contribute to the effective delivery of the membership systems. Monitor consistently high service standards in the sale and implementation of membership policies and procedures. Maintaining standards and guidelines in order to deliver a high level of service at all times. Uphold and consistently demonstrate the City's values of Teamwork, Respect, Integrity and Customer Service.

### Key responsibilities

#### Service Delivery 50%

- Deal with all specific membership enquiries
- Maintain working relationships with key community groups and organisations to effectively engage with a variety of stakeholders
- Review Membership Terms and Conditions and make recommendation to the Coordinator Marketing, Memberships and Facility bookings for approval
- Provide assistance to Team Leader Customer Service in all aspects of membership sales
- Assist with administrative duties as directed by Coordinator Marketing, Memberships and Facility bookings.

#### Supervision 40%

- Provide leadership, direction, guidance and support to the team
- Establish work plans and monitor workflows to meet deadlines
- Plan and prioritise projects and initiatives undertaken by the team with accountability for achievement of outcomes
- Assist in preparation of team budget
- Implement and monitor team budget
- In consultation with the Coordinator Marketing, Memberships and Facility bookings regularly review, develop and update policies, procedures and work practices
- Conduct performance appraisals for team members
- Regularly report on team performance and discuss strategies and issues with Coordinator Marketing, Memberships and Facility bookings.

- Assist the Coordinator Marketing, Memberships and Facility Bookings to organise recruitment, selection, induction and training of team members
- Plan and prioritise projects and initiatives undertaken by the team, with accountability for achievement of outcomes
- In consultation with Coordinator Marketing, Memberships and Facility bookings regularly review, develop and update policies, procedures and work practices.
- Comply with Occupational Health and Safety legislation and promote safe work practices

**Communications 10%**

- Provide information and advice to staff, community organisations, business and residents on matters relating to Membership services

<b>Other duties</b>	As required
<b>Safety obligations</b>	Take reasonable care for your own health and safety and that of other workers who may be affected by your conduct. Adhere to all safety rules and regulations and where appropriate, use safety and personal protective equipment as required. Report any unsafe acts, work practices and conditions, all injuries no matter how minor to your supervisor or manager.
<b>Reporting</b>	Reports to: Coordinator Marketing, Membership and Facility Bookings
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of membership promotional strategies</li> <li>• Demonstrated well developed reporting skills, including , implementation and monitoring of team budgets</li> <li>• High level of organisational ability in planning, prioritising and achieving outcomes to deadlines</li> <li>• Experience in developing and implementing promotion strategies</li> <li>• Highly developed and proven interpersonal, written and verbal communication and influencing skillsAbility to use corporate computer systems</li> <li>• Relevant tertiary level qualification and/or relevant work experience</li> <li>• Senior First Aid Certificate</li> <li>• Police Clearance</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Driver's license</li> </ul>

**Award Classification**

<b>Authority and accountability</b>	The exercise of discretion within standard practices and processes and may involve the exercise of high precision occupational skills using various specialised techniques, systems, equipment, methods or processes. Positions provide local decisions, direction, leadership and on-the-job training to supervised employees or groups of employees.
<b>Judgement and problem solving</b>	Skills to solve problems which require assessment of a range of options having elements of complexity in reaching decisions and making recommendations. For supervisors, the work processes often requires the quantification of the amount of resources needed to meet

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those objectives. Assistance may be readily available from other staff in the work area in solving problems.

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**Specialist knowledge and skills**

Specialist knowledge in a number of advanced skill areas relating to the more complex elements of post-trades or specialist disciplines either through formal training programs or on-the-job training.

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**Management Skills**

May require skills in co-ordinating a team of employees, to motivate and monitor performance against work outcomes. Positions may lead large groups of employees at the 'work face'.

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**Interpersonal skills**

Persuasive communication skills are required to participate in specialised discussions to resolve issues, including explaining policy to the public and/or others and reconciling different points of view.

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**POSITION DESCRIPTION APPROVED**

This PD sets out the current position specifications. It is subject to review as circumstances change.

Employee \_\_\_\_\_ Date \_\_\_\_\_