

Graduate Officer – Membership and Services

This position provides direct support to the fitness, membership and customer service functions of UWA Sport. This role is a high customer contact, high service focused role and is one that directly influences the customer experience on a daily basis.

This position works a rotating roster that includes early, late and weekend shifts.

Key responsibilities

Membership and Service Delivery – 90%

- Supervise gym training areas and fitness classes as required, including but not limited to the Main Gym Floor, High Performance Room, Circuit and Cardio Rooms.
- Perform frontline customer service as part of the wider customer service team.
- Undertake and conduct individual member consultations and fitness assessments.
- Support members in the pursuit of their fitness goals and objectives through active engagement with members on a daily basis.
- Successfully increase and maintain the customer service delivery and professionalism of the UWA Recreation and Fitness centre facilities and related services.
- Contribute to the sales, retention and conversion processes in place at UWA Sport, including but not limited to conducting facility tours, completing potential member follow up calls and undertaking general sales activities.

Other Association – 5%

- To be an integral part of the UWA Sport team.
- To assist in the delivery of key events.
- Other duties as required by the General Manager of UWA Sport.

Occupational Health and Safety - 5%

- To comply with the University's, UWA Sport and other regulatory bodies' policies and procedures.
- To take reasonable care to ensure personal health and safety in the workplace.

Specific work capabilities (selection criteria)

Essential

- Relevant degree in associated field.
- General knowledge of the Sport, Recreation and Fitness industry.
- Competent in the use of computers and a good understanding of their application in the sport and recreation industry.
- Effective organisational skills.
- Effective level of written skills.
- Effective verbal communication and customer service skills.
- Ability to demonstrate initiative and flexibility.
- Ability and willingness to work flexible working hours, including weekends and evenings.
- A Class C Licence; First Aid Certificate
- Ability to obtain Working with Children.

Desirable

- LR Class driver's license.
- Certification and accreditations in specific areas of Sport, Recreation and/or Fitness.

Other

- Current national police clearance
- Current Senior First Aid

Contact details

Applications must be submitted to admin@sport.uwa.edu.au and the selection criteria must be addressed, as well as a cover letter.

Any applicant questions about the role can be directed to Sumari Dunn at admin@sport.uwa.edu.au.

Applications close 5pm, 2 April 2017.

The role commence as soon as the selected candidate is available.