

CLIENT SERVICES ADMINISTRATOR



Location: Canberra

Reports To: Business Manager

Position: 6-month fixed term contract

Part time: 0.6 / 3 day equivalent

About Us:

ANU Sport is an independent incorporated association that delivers sport, fitness and recreation services and opportunities to the ANU Community. ANU Sport is an Australian University Sport (AUS) member institution, and the ANU is a member of the Group of 8, Australia's 8 leading universities.

We exist to facilitate connections within the campus community through health, well-being and sport. Our aim is to enhance and grow the opportunities for students and the ANU community to engage in sport, fitness, and recreation, promoting well-being and balanced lifestyles. ANU Sport is responsible for the operation and management of the ANU Sport Fitness Centre and all ANU Sport facilities, along with supporting over 30 sport and recreation clubs and delivering social and competitive sporting programs.

About the role:

The Client Services Administrator holds a vital customer-facing role within the team at ANU Sport. In this role you will be responsible for the overall daily co-ordination of all customer service activities of the association, in addition to coordinating memberships to the ANU Sport Fitness Centre and facility hire management.

In this role you will engage closely with a variety of areas and individuals within the ANU Sport team to ensure seamless operation of the front of house operations encompassing member engagement, facility hire and payment, membership marketing, sales and processing, and ensure the smooth operation of the reception area and related activities. This role may occasionally be required to work weekends, early mornings, and evenings.

Key responsibilities include:

- Supervise all front-of-house activities, including POS functionality and financial obligations.
- Work collaboratively with the Fitness Centre Administrator surrounding Fitness Centre operations.
- Coordinate and maintain the reception e-mail accounts.
- Assist with and monitor Reception duties where required.
- Ownership of FOH Bible, including quarterly reviews and updates.
- Coordination of debt recovery related to overdue memberships and unpaid bookings.
- Maintaining regular communication with CSOs and PTs to ensure they are informed of any changes to relevant policies and procedures.
- Assist with the recruitment and induction of Customer Service Officers (CSOs) and Fitness Centre Officers (FCOs).
- Manage membership sales and subscription process for the ANU Sport Fitness Centre.
- Utilise and maintain the membership and client database/CRM software.

- Coordinate all facility hires and membership requirements for casual and commercial stakeholders.
- Coordinate with Sport Manager to allocate facilities to clubs and clients on an annual basis.
- Work collaboratively with ANU's University Departments to facilitate student support memberships.
- Work collaboratively with the ANU's counselling centre team to facilitate access passes.
- Assist Business Manager with budget projections and proposals involving FOH.
- Other duties as required and directed by Management.

About you:

Our ideal candidate is highly energetic and passionate about sport and physical activity. You are someone who wants to work with good people and make a difference. You are a customer service natural who thrives in a fast-paced environment. You are a leader that can ensure a high standard of service is maintained by the staff members under your supervision.

Mandatory

- Experience in customer service in a fast-paced environment
- Experience in supervising and staff.
- Excellent written and verbal communication skills
- Proven capacity to manage multiple responsibilities.
- Proven capacity to work effectively with a diverse range of stakeholders.
- Willingness to learn, show initiative and exercise judgement.
- Computer literacy

Desirable

- Prior experience in coordinating a membership program
- Prior experience in the management of databases
- Experience in computer programs such as CRM or facility management software

Our Culture

At ANU Sport we have a strong focus on bringing out the best in people, both our students and our staff. This is reflected in our commitment to professional development and a core belief that supporting staff to grow in their role benefits the entire organisation.

We pride ourselves on our culture that values **integrity, community, passion**, and being **innovative**. Through these values and agreed behaviours we strive to be a high-performing team focused on we deliver the best student sport and recreation experience for the University community.