



Current Vacancies – Customer Service Assistant

The Role

Reporting to the Program Manager the Customer Service Assistant is responsible for providing a high level of customer service to all visitors to Mornington District Basketball Association venues. The role of the Customer Service Assistant will assume responsibility as the main point of contact for the hundreds of visitors attending our venues each week.

This part time casual job share position is an exciting fun role which requires a lot of hands on involvement. The ability to interact with our customers and support in the transformation of MDBA into the future is key to success.

A Few Specifics

The successful applicant will ideally be a customer focus person with the ability to:-

- Attend to queries from players and members regarding registration and fixturing
- Undertake database management tasks using Fox Sports Pulse
- Distribute any relevant information to teams as required
- Respond to any enquiries regarding Stadium Scoring and act as a Stadium Scoring “expert”
- Ensure all stadium scoring tablets are downloaded in a timely manner and scores sheets are prepared in advance
- Collect money from patrons entering the facility on applicable days/nights
- Finalise sign off of referee timesheets and organise payment
- Reconciliation of cash and eft payments at the end of the shift
- Complete and submit Injury Management forms
- Coordinate the forfeiting of games and communicate to all teams
- Answer phone and email enquiries in a professional manner
- Enter game scores online for all rep games in a timely manner
- Provide a face to face customer support service to all members
- Distribute loan uniforms / respond to uniform order queries
- Chief fire warden, first aider and stadium security responsibilities
- Gain a full understanding of Domestic by laws, to enable timely response to queries
- Support the Program Manager in increasing player participation through active communication
- Provide administrative support to the Program Manager, Committee of Management and other MDBA Administrators as required

Key Competencies

- Proven track record in customer service
- Highly developed interpersonal and communication skills, written and verbal
- Self-motivated with the ability to work autonomously

Essential Criteria

- Proficient in the use of IT (excel, word, internet (sporting pulse/website), outlook and database management)
- High level of numerical accuracy
- Customer service orientated individual
- Able to work evenings and weekends on a part time rotational basis, some assistance with school holiday camps required.

Application Process

If you are customer focused, able to work evenings and weekends and have a passion for community basketball, forward a copy of your resume addressing the selection criteria to hr@morningtonbasketball.com.au.