

Member Services Officer Position Description

Position Title	Member Services Officer	Department	Commercial & Membership
Reports to	Member Operations Manager	Job Status	Full Time, Permanent

Our Purpose

To lead, promote, regulate, educate, develop and grow safe, fair, enjoyable and socially responsible motorsport in Australia.

Our Vision

More people enjoying motorsport, more often in a safe, fair and fun way.

Our Values

- **Respect** – We value each other, our differences, opinions and all involved in our sport.
- **Excellence** – We embrace change and strive to be the best we can be.
- **Accountability** – We do what we say we will do.
- **Pride** – We lead by example and take pride in our sport and our organisation.

Why the role exists

The Member Services Officer's primary role is to deliver outstanding service to our members.

Duties and Responsibilities

Customer Service and Administration

- Answer incoming calls on the Motorsport Australia hotline
- Assist with member enquiries on the Motorsport Australia Web Chat
- Assist with member enquiries on the Motorsport Australia email ticketing system
- Consistent processing of all applications and rules
- Issue all documentation within target turnaround times
- Follow up on queried items
- Use Motorsport Australia's systems to access data and answer member inquiries within service times
- Enter member requests/queries into the system
- Liaise with other internal areas to provide answers for members
- Escalate issues where necessary
- Identify and suggest process improvements to current operations

Selection Criteria

Essential

- Previous experience in a similar administration or customer service role
- High level interpersonal and verbal and written communication skills
- Strong customer focus with the ability and desire to build positive relationships, and experience with complaints management
- Strong attention to detail, effective problem-solving skills and a positive, hard-working attitude
- Ability to influence and gain cooperation and support from others
- Skilled in the use of Microsoft Office programs

Desirable

- Qualification in business, marketing or sports management
- Experience in and thorough understanding of database management / CRM tools
- Knowledge of motorsport
- Experience working with volunteers, member-based organisations or in sport