

POSITION VACANT: CUSTOMER SERVICE AND ADMINISTRATOR OFFICER (3 MONTH CONTRACT)

Basketball ACT is looking for an enthusiastic customer service and administration officer to join our team on a short term, 3-month contract.

About Basketball ACT

Basketball ACT is a community based, volunteer driven organisation that services over 8000 members at Belconnen (north) and Tuggeranong (south). We have 10 club members that represent all regions of the ACT. In addition, there are also 7 school-based clubs.

We are the recognised peak body for basketball and are members of Basketball Australia. We provide a variety of competitions, development programs for players, coaches and officials of all ages and all abilities.

Our aim is to demonstrate excellence on and off the court, be engaged with our stakeholders and the ACT community and be accessible for all.

About the role:

The role is 35 hours per week and is based at our Belconnen headquarters. As a key front of house staff member, the Customer Service and Administration Officer is a pivotal role and is the first point of contact for our members, customers, suppliers and stakeholders.

As our Customer Service and Administration Officer, you will:

- Meet and greet members, customers, suppliers and stakeholders;
- Respond to internal and external enquiries via phone, email and face to face;
- Maintain venue bookings and usage enquiries;
- Provide administration support to internal staff, including the CEO;
- Update databases and perform general administration tasks

What we are looking for:

We are looking for a team player, who is hard working and thrives in a fast-paced environment.

The successful candidate will also have:

- Excellent communication skills;
- A warm approachable manner;
- Knowledge and experience of using Microsoft Office software;
- Experience in using database system (knowledge of SportsTG is highly regarded)
- Knowledge of basketball is not essential

Note: There is a possibility that the role maybe extended beyond the initial contract period. We are open to a job share arrangement.

How to apply:

If this sounds like you, we would love to hear from you. To apply for the position please apply by clicking [here](#).

APPLICATIONS CLOSE: 20th of February 2019

If you have any questions or need additional information, please contact Matthew Dunstan – matthew.dunstan@basketballact.com.au or phone (02) 6253 3066.

Note: Basketball ACT is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

