



POSITION DESCRIPTION CASUAL MEMBER SERVICES OFFICER

PRIMARY PURPOSE

To provide customer focused services to members, clubs and event organising committees.

REPORTING & LOCATION

- Reporting to the Manager – Operations & Integrity
- Located at the Sydney International Equestrian Centre, Horsley Park

FUNCTIONS

Member Services

- Fielding member queries via phone and email
- Processing memberships, horse registrations and payments
- Data base administration
- Loading competition results
- Assisting Discipline Committees
- Reporting and analysis
- Filing
- Other services as reasonably required

Event Management

- Assisting event organising committees
- Entry checking
- Creating and posting social media content
- Graphic design

BEHAVIOURS

- Work ethic
- Customer service
- Attention to detail
- Teamwork
- Confidentiality
- Initiative

QUALIFICATION AND EXPERIENCE

- Competent user of Microsoft Office software
- Competent typing and data input speed
- Three years in an administrative role

TERM AND HOURS

- This is a casual position, with immediate start, for two to three months, during the membership renewal period.
- The role is Monday to Friday, with 9:00am start and flexible finish time for the right person.

HOW TO APPLY

To apply for this opportunity, please send your resume and a cover letter to tina@ensw.org.au.