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**Sydney Swans**

**Consumer Business - Traineeship**

**INTRODUCTION:**

The Sydney Swans aspire to be consistently recognised as one of the best and most professional Clubs in the AFL competition – on and off the field. Integral to the achievement of this goal are our people, as individuals and collectively as a team.

At the Sydney Swans you will join a values based organisation with a dedicated, proud and committed team comprising a fierce desire for ultimate success.

You will work in a dynamic environment, receive ongoing professional development opportunities and be rewarded for your efforts. Most of all you will be a part of something of which you can be truly proud.

**POSITION DETAILS:**

The Sydney Swans are currently accepting applications from suitably enthusiastic individuals looking to start a career in sport in the newly created traineeship position of Consumer Business Trainee.

Reporting to the Senior Manager – Customer Engagement this trainee position will have prime responsibility for providing administrative support to the Consumer Business team of the Sydney Swans.

**KEY RESPONSIBILITIES:**

* Provide superior customer service to Sydney Swans members and supporters via phone, email and in-person, including relief reception duties
* Administer the Sydney Swans retails programs including but not limited to community donations, merchandise, membership, ticketing.
* Support fan and community engagement initiatives (including assisting in the organisation event activations and match days);
* Support the member services team

**ESSENTIAL REQUIREMENTS:**

* Proven experience in customer service and implementing customer service initiatives;
* Intermediate to advanced computer skills (Microsoft Office Suite);
* Proven ability to handle and deal with customer troubleshooting issues.

**DESIRABLE REQUIREMENTS:**

* Experience working / volunteering in sport;
* Knowledge and understanding of AFL.

**THE RIGHT PERSON WILL BE:**

* Mature, friendly and approachable;
* Customer service driven;
* Calm under pressure;
* A team player;
* Hands on – nothing is beyond you;
* Creative and resourceful;
* A self-starter with an ability to use initiative.