

Administration and Customer Service Team Leader

Location: ACT, Tuggeranong.

Job Status: Permanent full time. *The position will work 5 days in a 7 day week rotating roster.*

Salary: Will be negotiated with the successful candidate up to \$60,000 plus superannuation and staff benefits.

mpowerdome Canberra's leading provider of community sport and recreation services is in need of a highly motivated self starter with experience in administration and customer service.

As the Administration and Customer Service Team Leader you will:

- Manage and accountability for all front desk customer interactions ensuring excellence in customer service at all times.
- Assist in the administration and implementation of Community Sport and Recreation Programs in order to achieve planned objectives.
- Supervise and coordinate the allocation of program and event bookings
- Supervise, train, develop and roster staff in the administration/customer service area.
- Contribute to policy formulation; comply with procedures and systems that contribute to the smooth functioning of a highly effective administration and customer service team.
- Develop and manage beneficial relationships with your staff and clients.
- Communicate effectively both in writing and verbally with all other members of staff.
- Perform general reception tasks including: mail duties, answering phones, taking messages, data entry, manage office presentation.
- Enjoy the challenge of leading and empowering the people you work with.

As the Administration and Customer Service Team Leader you are:

- Emotionally intelligent: you have the ability to connect with people and elicit the desired response from them in a variety of situations.
- Highly organised: you possess the ability to manage multiple competing tasks and prioritize them to ensure competent and timely completion.
- Efficient: Your systems oriented approach sees you manage your time efficiently and effectively.
- Personable but strong: You have the ability to connect with staff and clients developing sound relationships that benefit the business. You will also possess the ability to make and standby tough decisions when appropriate.
- In possession of strong computing skills including the use of applications such as Microsoft office, word, excel, and the ability to learn quickly the centre management system currently in use (LINKS).

Education & Qualifications

Tertiary qualifications in administration are desirable but not essential. The successful applicant will have substantial experience in a similar position.

This is an excellent opportunity to work for a successful and growing company. If you are keen to join our team and believe you have what it takes please forward your application and CV to ben@mpowerdome.com.au. Applicants will be required to answer selection criteria once initial screening has occurred.