



Position Title:	Membership and Ticketing Coordinator
Work Area:	Commercial
Reports to:	Commercial Manager
Position Location:	155 Railway Terrace, Mile End, SA 5031. This role will require regular work outside of normal office hours, including weekends in accordance with Netball SA and Adelaide Thunderbirds programs.
Direct Reports:	n/a
Modified:	23 June 2021

About Netball SA:	<p>Netball SA is the peak State Sporting Organisation for netball in South Australia and is affiliated with Netball Australia. Netball is the leading women's participation sport in Australia.</p> <p>Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 32,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.</p> <p>As a professional sporting organisation with extensive community reach, Netball SA is committed to enhancing the reputation of the sport and communicating news of significance to members, fans, supporters, and the general public.</p> <p>Netball SA's strategic plan includes the following Strategic Priorities which drive the business:</p> <ul style="list-style-type: none"> • Thriving People • Grow our game • Strong voice • National success • Government investment <p>Further information on Netball SA: https://sa.netball.com.au/</p>
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NETBALL SA VALUES



Primary Purpose of Position

Coordinate the Adelaide Thunderbirds membership account management and match day ticketing administration. The role will also provide support for account management and servicing to Netball SA Corporate Partners.

Key Result Areas	Accountabilities and Responsibilities
Membership and Ticketing for the Adelaide Thunderbirds	<ul style="list-style-type: none"> • Support and deliver the Adelaide Thunderbirds Membership strategy and supporting membership campaigns. • Deliver membership processes to ensure best practice delivery and member satisfaction. • Coordinate ticket inventory for Adelaide Thunderbirds games in conjunction with the ticketing agency. • Assist with memberships events, recognition programs and activities. • Attend Adelaide Thunderbirds home games. • Process monthly membership payments • Be the designated point of contact and respond to enquiries from existing and prospective members either by phone, email or in writing in a timely manner • Coordinate the packing and distribution of annual membership packs in a timely manner • Assist the Commercial Partner Account Manager with an annual review of the membership value proposition and processes • Coordinate member recognition programs • Coordinate a calendar of membership activities in conjunction with the Commercial team • Assist with the planning, organisation and coordination of ticket inventory for Adelaide Thunderbirds games in conjunction with ticketing agency • Provide reception and admin support during peak periods • Collate and manage match by match ticketing reports and add raw data to the membership database • Assist with the match ticket reconciliations and budget reporting • Plan and communicate venue seating information • Assist the Commercial Manager with Partnership and Sponsor requirements as required
Strategic and Financial	<ul style="list-style-type: none"> • Comply with NSA Financial Policies and Procedures. • Provide accurate and timely reporting within deadlines. • Ensure that all agreed strategies and key performance Indicators and key behavioral indicators are achieved.
Other duties	<ul style="list-style-type: none"> • Any other duties with the employee's capabilities and which is reasonable to expect the employee to undertake as directed by management from time to time.
Work Health and Safety	<p>Your duties are to:</p> <ul style="list-style-type: none"> • Comply with all Netball SA policies, procedures, and relevant legislation. • Comply with all reasonable instructions from managers in relation to health and safety. • Take reasonable care of your own health and safety. • Ensure your actions or omissions do not adversely affect the health and safety of other persons. • Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism. • Complete relevant health and safety training, as required. • Comply with the Netball SA policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and complying with the policies and procedures.

Qualifications, Skills & Experience Required:

- Previous experience in a similar role or similar organisation
- Ticketing and Membership experience
- Outstanding communication skills
- Strong attention to detail and organisational skills
- Working with Children Check
- Drivers Licence

Acknowledgement

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out above.

Signed by Employee:

Name of Employee:

Date:

Signed by Department Manager:

Date: