



Position Title:	Customer Service Trainee
Work Area:	Corporate Services
Reports to:	GM Corporate Services
Position Location:	155 Railway Terrace, Mile End, SA 5031.
Direct Reports:	n/a
Modified:	23 August 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> <div style="text-align: center; margin-top: 20px;"> <p>NETBALL SA VALUES</p> </div>
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Primary Purpose of Position

The Customer Service Trainee fulfills a key customer service and administrative role, presenting and maintaining the 'face' and image of Netball SA and the Adelaide Thunderbirds by providing a professional first impression.

The role is also responsible for answering, fielding, assisting with and directing all enquiries either by phone, email or in person and providing occasional administrative support to the Finance Team and other departments as required.

This is a one-year contract, during which the trainee will undertake external study in an approved Business Administration course, which may be completed within office hours.

Key Result Areas	Accountabilities and Responsibilities
Reception duties	<ul style="list-style-type: none"> • Provide a professional and welcoming environment for customers of Netball SA. • Responsible for answering calls and emails promptly and professionally; ensuring all queries and messages are directed to the appropriate area. • Collect and distribute incoming mail and deliveries daily to ensure correspondence is forwarded to the relevant receipt in a timely manner. • Ensure reception and entry areas are always kept clean and tidy and office/kitchen supplies are replenished on a regular basis and within budget. • Maintain security by following procedures and controlling access by external visitors with logbooks and visitor badges. • Process and reconcile daily takings, in an accurate and timely manner whilst maintaining a high level of confidentiality. • Receive and process payments for various membership types and season passes. • Coordinate the merchandise and ticket sales in conjunction with the Commercial Department. • Administer assistance to departments where required.
Finance Support	<ul style="list-style-type: none"> • Provide high level administrative support to the Finance Team, including data entry and filing. • Enter financial data into XERO in an accurate and timely manner, ensuring amounts are correctly allocated to account, department and programs.
Administrative Support	<ul style="list-style-type: none"> • Manage HR Database. Send out timely reminders to ensure compliance is maintained. • Coordinate central internal booking systems as required.
Strategic and Financial Management	<ul style="list-style-type: none"> • Comply with NSA Financial Policy and Procedures. • Provide accurate and timely reporting within deadlines. • Ensure that agreed key performance (KPI's) and key behavioral indicators (KBI's) are achieved.

Other duties	<ul style="list-style-type: none"> Any other reasonable duties within the employee’s capabilities 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:

- Customer Service experience
- Strong verbal communication skills
- Proficient in the use of the Microsoft office suite
- Working with Children Check.
- Driver’s License.

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: