

MEMBERSHIP OFFICER

Employer:	Swimming WA
Reports to:	Development Manager
Department:	Membership (Membership and Administration)
Location:	Beatty Park Leisure Centre North Perth, Western Australia
Position Overview:	<p>Swimming Western Australia (SWA) is the peak body for competitive swimming in Western Australia with its head office based at Beatty Park in Perth. Its key stakeholders are Western Australian swimming associations and Clubs, the Australian Swimming Coaches and Teachers Association (ASCTA), Swimming Australia Limited and other State Swimming Associations.</p> <p>SWA currently has 85 clubs and 12,300 registered members Statewide. Its members include swimmers, officials, administrators, volunteers and parents of athletes. SWA is responsible for the management and development of the sport from the State team at elite level through to “grass roots” community level participation.</p> <p>Swimming WA is a values based and performance driven organisation, which seeks talented people prepared to work hard to deliver the Swimming WA Strategic Plan 2019 – 2024.</p> <p>The Membership Officer works closely with relevant stakeholders, particularly providers of grassroots participation opportunities throughout Western Australia. This position assists Clubs to meet the needs and expectations of current and potential swimming Members.</p> <p>A primary outcome of the position is to deliver Member Services and support to Members of Swimming WA.</p> <p>A close working relationship with affiliated bodies, the competitive swimming fraternity, and other relevant stakeholders will be essential to the successful achievement of this position's objectives.</p>
Core Responsibilities:	<ul style="list-style-type: none"> ▪ Promoting the aims and objectives of Swimming WA, within the swimming and general community. ▪ Performing the Membership function for the Association in line with the Strategic Plan. ▪ All reception and front of office duties.

Key Duties:	<ul style="list-style-type: none"> ▪ Implementing new Membership CRM by ensuring sound knowledge of all aspects of the software and processes, to support both internal and external stakeholders. ▪ Representing and advocating the role of Swimming WA to existing and prospective Members. ▪ Maintaining the Membership database in conjunction with requirements of Swimming Australia ▪ Assisting Members with questions about membership, renewals, and benefits. ▪ Working with the Development Team to assist Clubs with membership related queries and growth strategies. ▪ Ensure compliance of SWA Members with SWA By-Laws and policies and procedures as they apply to Clubs and individual Members, ▪ Weekly and monthly Membership reporting as required. ▪ Organising and performing membership activities and tasks at organisations, sponsored and industry-related events. ▪ Performing reception and front of office duties including telephone inquiries, email inquiries and front of house in line with the requirements of the Executive Assistant to the Chief Executive Officer. ▪ Maintain a system of filing and records keeping which is expedient and efficient. ▪ Responsible for all office supplies and mailing duties. ▪ Coordination of SWA Alumni engagement, functions and newsletters, etc. ▪ Other duties as requested.
Essential Criteria:	<p>Candidates applying for this role must have the following:</p> <ul style="list-style-type: none"> ▪ An outcomes and performance based approach to achieving required tasks. ▪ Proven administration skills to a high level in a sports environment. ▪ Strong time management and the ability to meet deadlines and prioritise tasks. ▪ Excellent interpersonal skills with the ability to evoke the cooperation of people including volunteers, coaches, schools and pool operators across a range of organisations. ▪ Strong communication (written and verbal), relationship building and presentation skills. ▪ Preparedness to be flexible in respect to work hours. ▪ Ability to work independently with excellent initiative. ▪ A current Driver's Licence. ▪ Working with Children Check (must have prior to applying for the role). ▪ National Police Clearance (must have prior to applying for the role).

Desirable Criteria:	<p>Candidates with the following will be highly regarded:</p> <ul style="list-style-type: none"> ▪ Customer service and / or reception experience. ▪ A strong interest in sports administration.
Hours of work:	<p>This is a full-time position. The nature of the position requires out of hours and weekend work.</p>
Application:	<p>The Job Description can be found on the Swimming WA website.</p> <p>Please forward your Cover Letter addressing the Essential Criteria outlined in the Job Description, together with your CV, via SEEK.</p> <p>Applications close at 10:00pm on Sunday, 4 August 2019.</p> <p>Should you have any questions in relation to the position, please contact Georgi Powers, Development Manager, on 08 9328 4599.</p>