

POSITION DESCRIPTION



OVERVIEW

TITLE	Junior Customer Service Officer
DEPARTMENT	Digital
LOCATION	Sydney (Head Office)
REPORTS TO	Manager – Digital Product Support
WORK TYPE	Casual
HOURS/ DAYS PER WEEK <i>(part-time, casual or contractor only)</i>	
START DATE	ASAP
END DATE <i>(FT/PT fixed term contract or contractor only)</i>	30 May 2025

ACCOUNTABILITY

Number of direct reports	0
Number of indirect reports	0
Budget responsibility in \$ <i>(State whether prime, shared or contributory responsibility)</i>	n/a

ABOUT US

Football Australia (FA) is the national governing body for football in Australia and a member of Fédération Internationale de Football Association (FIFA), the international governing body for football. It governs all national teams, the A-Leagues (in Football Australia's capacity as the regulatory body), Australia Cup, National Premier Leagues and leads state, community, and grassroots football.

OUR CULTURE & VALUES

Football in Australia is a melting pot of approximately 2 million participants represented by over 200 different cultures, we proud to be the most diverse and globally connected sport within the Australian sporting landscape.

Football Australia's purpose is to *'bring communities together through football - connecting Australia to the world'* while having a vision to *'be a leading football nation where everyone is inspired to live and love the game'*.

To achieve this, we live by our company values which include:

- 1. Impact On & Off the Field:** Challenge the way we think and do to seek ways to grow the impact football has, influence industry thought leaders.
- 2. Inclusive & Diverse Football for all:** Football is embedded in the nation's social fabric, follows the story of Australia, be accessible for all
- 3. A United Team:** Bringing people together to unleash the power of football and to deliver the vision, we bring the team spirit to the game

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- 4. Trust:** Building trust across the whole football community, be trusted custodians of the game, act with integrity and objectivity

BACKGROUND & PURPOSE OF THE ROLE

Are you a sports enthusiast looking to dive into the exciting world of competitive sports administration? Football Australia (FA), the national governing body for football, has an incredible opportunity for you! We are currently seeking entry-level Casual Customer Support staff to join us.

PlayFootball is the heart of community football in Australia, and you have a chance to be part of this groundbreaking initiative! As FA's Community program, PlayFootball aims to uplift grassroots clubs, raising their standards and enhancing the football experience across the nation. With a focus on critical areas like online registration, competition management, learning management, qualification management, facilities, volunteers, and inclusive practices, PlayFootball provides the tools and support these clubs need to thrive.

As a valued member of our team, your role will be crucial in ensuring our customers' utmost satisfaction while using our digital products. From the National registration system (NRS) to our Websites, Qualification Management System (QMS), Learning Management System (LMS), Competition system, and beyond.

ROLE RESPONSIBILITIES

Your key responsibilities will include:

- Providing telephone and email support to various stakeholders, including clubs, players, and parents, using the PlayFootball online registration system, Competition, Learning, and Qualification Management Systems.
- Uphold Football Australia's National Registration, Status and Transfer Regulations
- Delivering exceptional customer service through phone and email interactions, ensuring efficiency and courtesy.
- Responding to customer queries with accuracy and relevance, addressing concerns promptly and professionally.
- Managing customer complaints and conflicts in a tactful and timely manner, ensuring proper resolution.
- Building and maintaining strong relationships with all stakeholders involved in community football.
- Developing a deep understanding of the products and needs of our customers.
- Work closely with other team members and departments to support their use of our digital products.
- Provide support to the wider business including but not limited to Ticket on sale support, community initiatives & reception duties.
- Recording all customer communications meticulously using Freshdesk products.
- Actively contributing to process improvement and the knowledge base collateral to enhance the customer support experience.
- Following established triaging processes to address issues or bugs in our digital products effectively.
- Conducting face-to-face or virtual training sessions for end-users, focusing on the National registration system and beyond.

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ROLE OUTCOMES/ DELIVERABLES

- Increase the number of positive Customer Experience's
- Positive Brand Image
- Efficiently follows protocols when outage/bugs/issues arise
- Successfully deliver face-to-face or virtual training sessions/seminars to stakeholders
- Meet deadlines, goals, and objectives
- Maintain an excellent CSAT rating

MAJOR INTERACTIONS

- Customer Product Lead
- Manager – Digital Product Support
- Football Community

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential	• A Friendly and approachable personality • Contribute positively within a team environment. • A 'can-do attitude' • Ability to work with customers of varying skills and resolve problems in a timely manner. • Self-motivated and capable of working both collaboratively within a team and independently. • Proficient in delivering excellent customer service, with exceptional communication skills and a polite phone manner. • Strong written English and interpersonal skills • Experience in working with IT systems.
Desirable	• Understanding of club administration in Football • Experience of working with football clubs • Previous experience within customer service roles • Experience working with Registration and Competition systems. • Product Training • A love of the game of football

QUALIFICATIONS

Essential

Desirable

UNIQUE CRITERIA

The following selected items identify the requirements of the role

- ☒ Out of hours and weekend work
- ☒ Intra and/ or Interstate travel
- ☐ International Travel
- ☐ Significant periods of work away from home

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☒ Significant Responsibilities – This does not contain a comprehensive listing of responsibilities, activities and duties that are required of the incumbent. These may change from time to time at the discretion and needs of the manager/organisation

ADDITIONAL REQUIREMENTS

To comply with our organisational policies and/ or national and state legislation, the following selected items are requirements of the role

- ☐ National Police Check
- ☒ International Criminal History Record for each country (other than Australia) in which you have resided for 12 months or more in the last 10 years (if applicable)
- ☒ Full working rights in Australia
- ☒ Working with children check (paid/ employee) or state- based equivalent
- ☐ Working with children check (volunteer) or state- based equivalent (volunteer roles only)