**Reception & Office Administrator**

* **Part-Time (0.6)/Job Share opportunity**
* **Morning (8am – 1pm) & afternoon (12pm – 5pm) shifts**
* **Brand new workplace with unique benefits**

**About the Australian Golf Centre:**

The Australian Golf Centre provides an exciting opportunity for both the PGA of Australia and Golf Australia to become aligned and deliver an Australian Golf Strategy to achieve its full potential, with the vision; “more Australians playing more golf.”

The brand-new workplace provides our industry with a base to unify the golf community and inspire the next generation into the sport.   
  
Featuring a new public driving range, 18-hole golf course, public cafe, the National High-Performance Centre and state-of-the-art administration offices, each day you get the privilege to contribute to Australian golf here in heart of Melbourne’s Sandbelt.

**About the Role:**

The Reception and Office Administrator is the first point of contact for all customer and member enquiries for the PGA of Australian and Golf Australia. Using your exceptional time management and customer service skills your key responsibilities include:

* Answering and redirecting all telephone and email enquiries
* Greeting all visitors and guest & notifying stakeholders of their arrival
* Professionally maintaining all areas of the office (including meeting rooms, kitchen area, stationary cupboards)
* Coordinating meeting room bookings and catering requirements
* Data entry and ad-hoc administrative tasks such as team member celebrations (birthdays/anniversaries), corporate travel, document compiling & printing as instructed by the People & Culture Manager.
* Under the instruction of the building supervisor liaise with contractors, cleaners and coordinate building maintenance and repairs
* Assist in IT setup for new starters and field any team member IT queries

**Key Requirements**

The ideal candidate or candidates will possess an energetic and outgoing personality, ready to role their sleeves up and deliver amazing customer experiences for all employees and visitors at the Australian Golf Centre. In addition, you will also have:

* Exceptional verbal and written communication
* Competent and confident in using the Microsoft Suite of products (including excel, powerpoint and word)
* Digital competency and understanding to ensure the smooth running of IT operations and employee queries
* A first-aid certificate or willingness to attain one
* An ability to work on your feet and safely lift boxes and chairs
* An ability to work, interact and communicate with people from all backgrounds
* A proactive approach to delivering amazing customer experiences with an ability to multi-task and manage competing priorities well

**What we are looking for:**

**We are looking for individuals with a background in providing high-quality customer service, reception, or administrative duties. You will present professionally, know how to interact with people of all backgrounds and maintain general office upkeep.**

**You could be returning to the workplace, looking to better balance carer responsibilities, seek flexible hours to pursue study or other hobbies, seeking entry into the exciting Australian sports industry or maybe you are applying with a friend that you could job share with.**

**Both Golf Australia and the PGA of Australia support Equal Opportunity practices and welcome applications from all individuals passionate about delivering exceptional customer service.   
  
For any individuals requiring additional assistance at any point in the application or interview process, please do not hesitate to reach out to the People & Culture Managers of the PGA of Australia or Golf Australia.**

**What you will get in return:  
  
Employment at the Australian Golf Centre will deliver a fantastic opportunity to work in a global sport and be the first point of contact for all Golf Australia and PGA customer services.**

**You will also be working at a brand new purpose-built High-Performance facility, which will include state-of-the-art workspaces, free gym and discounted driving range and green fee access.**

**Both the PGA of Australia and Golf Australia have respective values that ensure a supportive culture that is flexible and inclusive for all individuals to thrive.**

**How to Apply:**

Please submit your resume and a cover letter addressing the below questions:

1. Why does a role in Golf or sporting associations excite you?
2. Tell us an example of an exceptional customer service you have provided.

Note: you must have Australian working rights and current valid drivers license to be considered for this opportunity

Applications and enquiries can be sent to Daniel Simons (People & Culture Manager) via email: [daniel.simons@golf.org.au](mailto:daniel.simons@golf.org.au)

Applications close on **Sunday 4 July, 2021.**

*Recruitment agencies, thanks but we have got this one covered.*