



Casual Membership Sales & Service Assistant

Are you passionate about delivering exceptional customer experiences? Do you thrive in a fast paced environment where every interaction helps build stronger connections with fans and members? The Gold Coast SUNS are seeking energetic and driven Casual Membership Sales & Service Assistants to join our Consumer team.

As a key frontline representative of the Club, you will help deliver outstanding service to our members and supporters while driving membership sales throughout our retention and acquisition periods. This role is ideal for someone who loves people, enjoys achieving targets, and wants to be part of a high performing team within a dynamic sports environment.

Key Responsibilities:

- Handle inbound and outbound calls to drive membership sales and renewals.
- Provide outstanding service across phone, email, and face-to-face interactions.
- Offer accurate information on membership products and assist with enquiries.
- Meet sales targets and apply training driven sales techniques.
- Support match day servicing and Club events.
- Maintain accurate member data in the CRM.
- Assist with reception tasks, visitor greeting, and general admin when required.

Essential qualifications, experience, attributes, and skills:

- Minimum two years' customer service experience.
- Minimum two years' sales experience, ideally in membership or phone based sales.
- Strong work ethic and commitment to delivering quality service.
- Excellent attention to detail and organisational skills.
- Ability to manage competing priorities and take initiative.
- Strong verbal and written communication skills with the ability to build positive relationships.
- Energetic, optimistic, resilient, and solutions focused attitude.
- Availability to work multiple shifts per week (3–4 days, mainly weekdays).

Desirable but not essential skills:

- Experience in hospitality or the fitness industry.
- Experience using Archtics or similar CRM systems.
- Understanding of and passion for the AFL industry.

If you think you've got what it takes to join our team, please apply with your cover letter and resume to recruitment@goldcoastfc.com.au

This is a casual role.