



Reception / Customer Experience

The Gold Coast Football Club is seeking a passionate, committed and enthusiastic Reception and Office Administrator to be our front of house and provide a professional, well-organised & efficient Reception and Administrative service at our head office (the Austworld Centre) in Carrara.

Reporting to the Membership Team Lead, the position of Receptionist and Office Administrator has overall responsibility for the delivery of competent and professional reception, customer service and administrative services to the office of the Gold Coast Football Club.

The position also involves the execution of daily adhoc administrative duties, supporting all areas of the Football Club. The position will also execute general membership, ticketing and retail enquiries and service for walk-in customers.

Key Responsibilities:

Reception Management/ office administration

- Deliver exceptional customer service to all members, fans, customers, visitors & guests of the Club.
- Manage & oversee all operations of the reception area ensuring it is staffed between 9am and 5pm.
- Assist in the servicing of retail enquiries at the Austworld Centre including the processing of retail sales & stock control.
- Answer and respond to all phone calls and email enquiries promptly and professionally in accordance with department standards; book meeting rooms; organise incoming and outgoing deliveries and daily mail.
- Manage the ordering and stock control of all office stationery, kitchen supplies and cleaning consumables in line with department budgets.

Membership and Ticket sales, Customer Service and Operations:

- Deliver a high level of customer service to all members and fans
- Oversee the Club's Cheersquad member requirements including, but not limited to banner making requirements and ticketing requirements.
- Respond and resolve customer and member queries, feedback, and issues in accordance with department standards
- Assist with the daily operations of membership and ticketing sales and operations team where required
- Manage main GCFC email inbox ensuring all emails are actioned within two business days
- Assist with in-house membership fulfillment
- Recording of all member and fan information, feedback and follow up within the customer database ensuring data integrity is maintained
- Assist with the financial reconciliation of EFTPOS, cash, cheque and money order membership payments within database and department banking
- Assist with any other duties as directed by Manager and Head of Consumer Growth
- Attendance at and assistance with the coordination of match day and event activities as directed.

Essential qualifications, experience, attributes, and skills:

- Ability to work autonomously and as part of a team
- Show initiative and operate proactively
- Strong attention to detail with excellent organisational, time management & prioritisation skills.
- High level of written and verbal communication, presentation and interpersonal skills.

- Knowledge of and experience using the Microsoft suite of services.
- Intermediate computer literacy with accurate typing skills including audio.
- Ability to maintain confidentiality and security in all aspects of the business.
- Demonstrated ability to respond to changing priorities by utilising flexible work practices and maintaining a calm and positive approach.
- Previous experience in a reception, customer service and/or administration role.
- A strong personal brand which personifies the GCFC values of Embrace our Community, Strive for Excellence, Uniquely Us and Make Each Other Better;
- A team player who will contribute to Club goals.

Desirable but not essential skills:

- Experience in the use of a medium sized and busy phone system.
- Knowledge of AFL.
- Experience in developing relationships with clients and providing a professional reception and telephone answering service.

If you think you've got what it takes to join our team, please apply with your cover letter and resume via our candidate portal https://goldcoastfc.secure.force.com/recruit/fRecruit__ApplyJob?vacancyNo=VN131

This is a full-time/contract role.

Applications close Wednesday 10 December 2025