Consumer Engagement Executive

Are you a great communicator who wants to play a part in creating great experiences for Gold Coast SUNS members?

We are looking for a Consumer Engagement Executive to join our Membership team and help grow, engage and retain our membership base.

You will help bring our membership communications and engagement initiatives to life, help deliver memorable member events and experiences, and find new ways to strengthen engagement and retention. You will also support day-to-day membership operations, including sales and renewals, responding to member enquiries and delivering a high level of customer service.

What you'll be doing

- Planning and delivering engaging membership communications
- Writing copy that keeps members informed and engaged
- Supporting membership sales, renewals and retention activity
- Providing great service to prospective and existing members across phone, email and in person
- Planning and delivering member events and experiences
- Bringing Reward & Recognition, nurture and year-round engagement initiatives to life
- Coordinating event invitations, registrations and guest lists
- Keeping membership website content accurate, relevant and up to date
- Using member insights and campaign performance to identify ways to improve communications and engagement
- Working closely with Membership, Marketing, Events and other areas across the Club

What we're looking for

- A confident communicator with strong writing skills
- Someone who genuinely enjoys talking to customers and building relationships
- Comfortable with sales, renewals and the commercial side of membership
- Is organised, detail-focused and comfortable managing competing priorities
- A proactive, hands-on approach and willingness to jump in where needed
- Is comfortable working with systems, databases and customer information
- A collaborative team player who enjoys working towards shared goals

A qualification in Business, Communications or Marketing will be highly regarded. Previous experience in a membership-based organisation, CRM databases or the sports industry would also be beneficial.

If you're a great communicator who enjoys working with people and wants the opportunity to work across communications, engagement, events and membership, we'd love to hear from you.

Please apply with your cover letter and resume via our candidate portal.
https://goldcoastfc.my.salesforce-sites.com/recruit/fRecruit__ApplyJob?vacancyNo=VN153

Applications close Thursday, 19 November 2026.