



# Squash and Racquetball Victoria

## Position Description/ Success Profile

Position Details	Position Title	Relationship Manager
	Date prepared	December 2018
	Location	MSAC, Melbourne
	Department	General
	Reporting to	Acting Chief Executive Officer – Squash and Racquetball Victoria
	Direct Reports	Future – Events Coordinator, Community Engagement Officers
	Application Deadline	14 <sup>th</sup> December 2018 (Interviews week of the 17 <sup>th</sup> December)

Position Profile	Position Purpose	<p>The Relationship Manager will operate in a fast-paced, hands on competitive sports environment. They are responsible for providing services to all Victorian members. Success in the role is largely attributed to providing excellent customer service to members as well as implementing and maintaining thorough processes and systems, ultimately increasing the number of affiliations.</p> <p>The Relationship Manager will also be responsible for funding partner relationships and the day to day management of the Squash and Racquetball Victoria Office. The right individual will pride themselves on their people management skills, their ability to problem solve and their capability to build and maintain effective relationships with our members and affiliates.</p> <p>The Relationship Manager will work closely with the S&amp;RV Acting CEO and the CEO of Squash Australia to identify and implement any synergies in relation to shared services or service delivery, which ultimately may include a shared management structure in alignment with Sport Australia's 'One Sport' principles.</p>
	This position will work closely with....	<p>Acting CEO Squash and Racquetball Victoria          CEO Squash Australia – dotted line          Board (S&amp;R Victoria)          Members          Events Coordinator          Sports Management Intern</p>
	This position will focus on...	<p>Associated IT infrastructure</p> <ul style="list-style-type: none"> <li>• Maintaining the affiliation system and CRM</li> <li>• Maintaining the website and all social media platforms</li> <li>• Managing all office functions within the department, including associated contracts and procedures</li> <li>• Providing administrative support for the CEO and board</li> </ul>

		<p>Affiliations and Administration</p> <ul style="list-style-type: none"> <li>Managing the affiliation and insurance processes. This includes producing dashboard data (backdated) for all affiliation and insurance information for the CEO and Board.</li> <li>Managing school and university registrations</li> <li>Managing the child protection and Integrity process.</li> <li>Developing relationships with key State personnel and club contacts.</li> </ul> <p>Player / Centre Offers</p> <ul style="list-style-type: none"> <li>Working alongside the National Marketing department to source new player / centre offers with partners</li> <li>Maximising all current offers with partners, for players and centre owners</li> </ul> <p>Relationships</p> <ul style="list-style-type: none"> <li>Responsible for key government relationships, especially those relating to funding partners</li> <li>Responsible for commercial relationship development</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>Effectively managing two or more employees: Events Coordinator, Community Engagement Coordinator(s) and a Sports Management Intern</li> </ul> <p>Customer Satisfaction</p> <ul style="list-style-type: none"> <li>Managing all research and surveys conducted through memberships</li> <li>Maintaining a customer satisfaction process</li> </ul>
	Success in this position will be measured by....	<ul style="list-style-type: none"> <li>The ability to problem solve quickly and respond to matters as they arise</li> <li>The relationships you build with members, showing your ability to provide excellent customer service and increase the numbers of affiliations</li> <li>Providing support to the CEO and Board as and when required</li> </ul>



Skills and Attributes	The individual in this position should have... <i>(Skills, qualifications and experiences required)</i>	<ul style="list-style-type: none"><li>• A relevant tertiary qualification or equivalent working experience</li><li>• Excellent computer skills with a focus on Microsoft Office products</li><li>• Experience in developing and maintaining membership focused commercial offerings</li><li>• Excellent presentation skills</li><li>• Excellent people and communication skills</li><li>• A valid driver's licence</li><li>• A background in squash is preferable but not essential</li></ul>
	The individual in this position should be ... <i>(Personal characteristics, attributes desired...)</i>	<ul style="list-style-type: none"><li>• Discrete and able to maintain confidentiality</li><li>• Someone who uses their initiative, is proactive and a great problem solver</li><li>• Able to prioritise competing demands</li><li>• A self-motivator who can work independently but also collaborates well as part of a team</li></ul>