



Casual/Part-time Workers Required!

MyFootballClub Customer Support

If you have a passion for sport and if you looking to gain experience in the competitive sports administration field, Football Federation Australia (**FFA**), the national governing body for football, is currently seeking Casual/ Part-time customer support staff for day, evening and weekend work over a 4 month period beginning January **2018**.

MyFootballClub is the home of community football in Australia and presents an opportunity to be involved in this groundbreaking project for football in Australia. MyFootballClub is FFA's Community program, aimed at supporting grassroots clubs to raise standards. MyFootballClub will support and provide tools to clubs across key areas such as on-line registration, competition management, facilities, volunteers and inclusive practises. This position will be key to assisting players to gain access to the online registration system as well as providing general support to the Football Community during the key registration months from January to May 2018.

Hours: The role will involve significant evening and weekend work.

Duties & Responsibilities:

- Providing telephone and email support to key stakeholders; clubs, players & parents; using the MyFootballClub online registration system
- Maintaining an accurate record of support provided
- Recording and escalating any issues that arise

Experience and skills required:

- Friendly personality
- A 'can-do attitude'
- Fantastic customer service skills
- Excellent communication skills and phone manner
- Ability to work in a team environment
- Experience of working with IT systems
- Understanding of club administration in Football would be an advantage
- Experience of working with football clubs would be an advantage
- A love of the game of football is desirable but not essential

Applications should be forwarded by 5pm Thursday 30 November 2017 to recruitment@ffa.com.au .