



Job Description

Job Title:	Match Day Customer Service – Corporate Host
Department:	Commercial / Partnerships
Manager:	Corporate Events Manager
Location:	Match Day Venue - AAMI Stadium
Terms:	Casual (as required during the season)
Date:	July 2023

Role Purpose

As a Corporate Host for Melbourne City FC, you will be responsible for providing exceptional customer service to all guests attending corporate functions on match day. Your primary role is to ensure a gold standard enjoyable experience for all attendees by offering assistance, answering questions, and providing directions within the designated areas in a friendly, efficient and professional manner.

Key Responsibilities

- Greet and welcome City Class Members and/or The Chairman's Function guests as they arrive.
- Engage all guests with a warm and friendly presence to create a welcoming atmosphere.
- Proactively assist guests with any inquiries they may have, such as seating arrangements, stadium facilities, match schedules, or any other related information. Remain focussed on your role and work to precise timeframes in a safe manner;
- Maintain a professional, well-groomed appearance at all times.
- Adhere to the dress code and any specific appearance guidelines set by Melbourne City FC.
- Work closely with other event staff and stadium personnel to coordinate event logistics and create a seamless experience for guests.
- Handle any guest concerns in a proficient manner, aiming to resolve issues to the best of your ability or escalate them to the appropriate personnel, if necessary.
- Ensuring personal safety and the safety of others by following safe working procedures and cooperating with all reasonable instructions.
- Contribute to the team environment and be willing to assist other Melbourne City FC staff with additional tasks as required.
- Any other duties and responsibilities, as directed by the Manager, within the postholder's scope.

General Responsibilities

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times

Key Relationships

- Corporate Events Manager – reporting to.
- Partnership Manager
- Head of Partnerships
- Head of Consumer
- Match Day & Events Manager

- Match Day casual staff

Scope

- The 2023 A-Leagues season commences in or about October 2023 and concludes at the end of May 2024. A-League Men Home matches are played at AAMI Park.
- The A-League Women's season consists of 6 home matches with the season commencing in October 2023 and concluding in May 2024. Home matches are played at Casey Fields, Cranbourne
- Shifts start up to 3 hours prior to match commencement.
- Match days are generally for 5-6 hours on each match with breaks, where required.
- Weekend and after-hours work will be required, as rostered.

Skills and Experience & Personal Attributes

- Previous experience in events or hospitality.
- Proven exceptional customer service.
- Enthusiastic, friendly and approachable.
- Reliable, punctual with proven ability to demonstrate discretion.
- Well presented with a professional attitude.
- Team player with a can-do attitude.
- Ability to multi-task and reach desired outcomes within the required timeframes.
- Quick learner, with the ability to be flexible and adapt to different environments.
- Holds a current First Aid Certificate (desired, not essential).
- Minimum 18 yo.

Essential Requirements

- Current Victorian Working with Children Check or willing to obtain one.
- Current National Police Check or willing to obtain one.