Match Day Staff

- **Global connection in an Australian based organisation.**
- **Opportunity to align your passion with your profession.**
- **Fun and supportive team.**

We have an exciting opportunity available to join our Match Day Service crew with Melbourne City Football Club.

The team behind the team!

Our workforce is the most important behind-the-scenes team that help deliver fun, engaging and successful match days and events as part of the A-Leagues football calendar.

So, we are looking for enthusiastic, friendly, 'can-do' team members to fill roles to enable the delivery of the best game day and events experience possible for our Melbourne City FC members and fans during the 2024.2025 A-League Men & Women Season.

Without our workforce team, our match days and events would simply not happen, so if you are looking for experience working in sports, events and an opportunity to work in football and meet likeminded people, then we want to hear from you!

The Jobs
Click on each position to download the Job Description.

Match Day Operations

1. City Square Lead

You will assist the Head of Consumer Operations & Fan Experience to lead the operational requirements of City Square (outside activation space) including general set up, pack down and manage specific City Square workforce at all home matches and/or other club events, throughout the season (where required).

2. City Square Crew

This role assists with the bump in and out of equipment and operational running of City Square (outside activation space) including branding, signage, game day theming, activations set up and supervise at all home matches.

3. Stadium Crew
This role assists with the operational bump in and out of match day venue requirements, including the internal and external venue installation of club equipment, signage and activations at all home matches

Match Day Customer Service

4. Membership Host Lead

You will be responsible for the operational bump in and out, and customer service of designated membership areas (Family Lounge & CityClass+) on a match day to ensure an enjoyable experience for all members in a professional and efficient manner.

5. Membership Sales Assistant

These roles are to provide outstanding customer service in membership sales and servicing on match days as well as at Club events.

6. Retail Sales Assistant

This role is to provide exceptional customer service for all members and fans on Match Days in our Merchandise store as well as at some Club events (where required).

Who are we?

Melbourne City FC is part of City Football Group and competes in the major Australian domestic football competitions, the A-League Men and A-League Women.

City Football Group consists of 12 football clubs and is the fastest growing sporting organisation in the world. Manchester City – City Football Group's largest club - has been named as the most innovative sports team worldwide (Sports Innovation Lab)

About City People

City people are entrepreneurial, innovative, open-minded and team oriented. Our team members are humble and hardworking, challenge conventional thinking and have a will to win. They combine genuine understanding of the importance of our local communities with a global approach.

What We'd Like From You.

- Previous experience in event operations or customer service, either paid or as a volunteer preferred, but not essential.
- Enthusiastic, friendly, and approachable with exceptional customer service .
- Reliable and punctual with ability to demonstrate discretion.
- Well presented with a professional attitude.
- Willing to role your sleeves up, be a team player with a positive can-do attitude.
- Ability to multi-task and reach desired outcomes within the required timeframes.
- Quick learner, with the ability to be flexible to adapt to different environments.
- Hold a current First Aid Certificate (desired, not essential).

Essential Requirements.

- Must be 18 years or over.
- Operational Roles - Physically able to undertake manual duties, which include physical labour task (i.e., carrying weights for activations, equipment, stage, marquees etc)
- Current Victorian Working With Children Check (or willing to obtain).
- National Police Check (willing to obtain).

Incentives for you:

- Opportunity to be part of a fun and supportive team, within a global company in an elite professional environment.
- Gain professional event experience through professional training to enhance your skill set.
- 2 x tickets to give to your friends/or family to use (per match you work).
- Melbourne City FC uniform kit.
- Provision of meals in certain roles during your shift.
- Discount on Melbourne City FC merchandise.

To join our crew, you'll need to demonstrate you have the essential and desired skill set and personal attributes and be willing to work weekend and after hours, where required. All roles are offered on a **casual basis.**

If this sounds like you and you're ready to join a great team of positive and passionate like-minded people, please advise which position you are interested in and send your covering letter and resume to Susan Mills, General Manager - Human Resources at **recruitment@melbournecityfc.com.au.** Applications close on **Friday, 16 August 2024.**

Eligible candidates will be required to have current Australia work rights (Holiday/Student Visa holders welcome), with only shortlisted candidates to be contacted.

The City Football Group is fully committed to safeguarding children and other vulnerable people across our business. As such, this appointment will be subject to Safer Recruitment processes including satisfactory criminal record and other background checks. City Football Group promotes equal opportunities in employment we positively welcome applications from all candidates.

We will screen all applicants and select candidates whose skills and experience seem to meet our needs. We will carefully consider your application during the initial screening and will contact you only if you are selected for an interview. Employment is subject to the provision of proof of eligibility to work in the respective country.