



## Position Description

**Position Title:** Membership Customer Service retail assistant  
**Reports to:** Finance Director  
**Classification Level:** General Retail Industry Award - Retail Employee level 1  
**Fraction:** Casual  
**Main purpose of role:** Membership customer service during O'Week Festival  
**Works closely with:** Finance department  
**Effective Date:** February 2022

*I have read, understood and agree to comply with the position description*

**INCUMBENT** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

**APPROVED BY SUPERVISOR** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

## **ORGANISATIONAL CONTEXT**

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### **Monash Student Association**

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 37,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

### **Position Summary**

Every year MSA has various events to promote on campus student experience. At the start of the year, MSA will host an Orientation festival and many new memberships for MSA are sold during the festival.

The Membership Sales Casual Retail Assistant role will provide the assistance in selling MSA membership and distributing membership packages. The responsibility will include:

- MSA Membership Benefit Distribution such as:
  - Distribution of membership packages;
  - Managing queues; and
  - Data entry
- Customer service such as:
  - Handling any enquiries
  - Selling the benefits of MSA

Membership Sales Casual Retail Assistants will be responsible for ensuring high levels of customer service.

## **OTHER JOB-RELATED INFORMATION**

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This position is casual and only applicable mostly during Orientation Week and the first few weeks of Semester.

This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals.

## KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
<b>RETAIL</b>	
Handle Customer Service and Membership benefit distribution enquiries Accurately describe product features and benefits Handle basic customer issues and questions; refer difficult complaints, issues and questions to Finance team	High level of customer service; any complaints, issues and questions attended to in professional manner Ensure payment is receipted and processed accurately
<b>PEOPLE MANAGEMENT REQUIREMENTS</b>	
Treat all workplace participants, students and customers with honesty, fairness and respect Act in a manner that is aligned with MSA's culture, values and strategic vision at all times	To be carried out in line with MSA policies and procedures
<b>OHS REQUIREMENTS</b>	
Conduct duties in a safe manner at all times and compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements	Prevention of avoidable injuries Follow OHS and PPE safety procedures
<b>OTHER RESPONSIBILITIES</b>	
Perform other appropriate duties and responsibilities as assigned by supervisor	Requested tasks are completed in a timely manner

## KEY SELECTION CRITERIA

ESSENTIAL CRITERION
The ability to effectively & sensitively relate to people from a broad range of backgrounds and cultures
A high level of interpersonal skills; including an approachable and welcoming demeanour
High level of customer service skills
Retail experience and demonstrable knowledge of sales principles and customer service practices
DESIRABLE CRITERION
Knowledge and/or experience of working with not-for-profit or membership organisations
Knowledge and/or experience with young adults, preferably in the tertiary education environment