

## POSITION DESCRIPTION - Platform Specialist

### **COMPANY OVERVIEW**

revolutioniseSPORT is the market leader in online sports management. We are an Australian owned and operated, award-winning complete digital solution for sports & community group managers, staff & volunteers.

We service over 190 State and National Sporting Organisations as well as over 13,000 local clubs & associations of all sizes across 7 countries.

We started this business because we saw too many volunteers becoming overwhelmed with onerous administration, and ultimately leaving a sport they once loved because they were burnt out. We utilise technology to reduce tedious tasks and paperwork, leaving our volunteers and staff more time to focus on the things that make their organisation FUN.

We **LOVE** what we do because **EVERY DAY** we get to see our platform simplify and improve the lives of people just like us. We pride ourselves on the fact that our staff are driven and constantly seeking solutions. Every staff member (no matter how junior) works across the entire business, from answering support tickets to being involved in high level business decisions and planning.

We are a young, close-knit team with a profound love for nerdy jokes and a sincere adoration of coffee (and a lot of tea). We work hard and sometimes we put in long hours, but to us - having fun at work is not just important, it is imperative. There is always time to celebrate the small wins.

### **ROLE SUMMARY**

We are looking for an individual who will be helping to drive our business into its next phase of growth. Ideally, they will be someone with a passion for learning and problem-solving .

#### **Duties and Responsibilities:**

Employees are required to perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment.

Problems can usually be solved by reference to established practices, procedures and instructions, however there is also a great degree of variation in day to day tasks.

Indicative typical duties and skills at this level may include:

- Reception/switchboard, e.g. directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and initial greeting of visitors.
- Attending meetings, note taking.
- Maintenance of basic records.
- Filing, collating, photocopying, etc.
- Handling or distributing mail including messenger service.
- Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc.
- Answering emails and support tickets from clients.
- Call centre customer contact — customer contact functions with direct supervision.
- Progression to unsupervised contact functions including meetings, training sessions, client sales and training calls, conferences and other staff events.

- Training of newer staff in their duties.
- Other business duties – competitor analysis, product planning, project implementation and delivery, team sessions, client onboarding, and account management.

While all of our staff are people 'of all trades' – in this role, you will need to be comfortable with (and excited about!) working across a multitude of clients, roles, tasks and projects. No two days are the same, and we are looking for someone who is an optimistic, solutions-focused individual. You will always be seeking to identify areas of opportunity to implement new processes and streamlining efficiencies. **You** are empowered to drive change within the business.

Further, you will have the opportunity to progress as the business grows, in a way that would not be possible at a larger organisation. We're looking for someone who can learn with us and be rewarded with increased responsibility and career progression.

## **QUALIFICATIONS**

- Tertiary qualifications (or studying) in business, marketing, IT, computer science/software engineering, communications, design, sports management, or other relevant discipline are preferred.

## **SKILLS**

- **Industry & professional experience**  
Though not imperative, experience in sports management, club management, cloud solutions and architecture, software-as-a-service, or other digital systems will be highly regarded.
- **Customer service & client relationship management**  
An intrinsic ability to build a strong rapport with customers and partners. Developed and proven skills in managing client expectations, showing empathy and managing client relationships required.
- **Authority and accountability**  
Demonstrated commitment to meeting deadlines, achieving objectives and managing expectations. Takes personal responsibility for their actions.
- **Flexibility & Resilience**  
Embraces flexibility and adopts a collaborative approach to problem solving and information sharing. Comfortable with dealing with stressed or frustrated stakeholders and confident in finding a solution.
- **Communication**  
A natural propensity to communicate clearly and concisely in an empathetic yet direct and professional manner.
- **Time management and prioritisation skills**  
Able to discern the importance of competing requirements, allocate resources based on priorities and manage expectations of all relevant stakeholders.
- **Interpersonal skills**  
Approaches all personnel with respect and consideration; collaborates effectively with team members; exercises relationship building skills to develop strong and collaborative relationships with internal and external stakeholders.

## ADMINISTRATIVE DETAILS

- Full time
- Reports to **Chief Operating Officer**
- Commencement date: November 2020
- Estimated working hours: 9am – 6pm.
- Located at revSPORT HQ, at our Homebush office, next to Sydney Olympic Park.
- Some after-hours and weekend work will be required.
- Some regional and interstate travel will be required.
- Salary negotiable on experience.

## PROFESSIONAL DEVELOPMENT & GROWTH OPPORTUNITIES

While this is an entry level role, the development paths available are numerous. The company has grown from 4 employees to 14 in the last few years, and we anticipate continued growth.

Future role evolutions include account management, product development, quality assurance, marketing & communications, market analytics and more.

The company is at a stage where the roles today have the opportunity to shape and grow with the people in them tomorrow.