



## HEAD OF MEMBERSHIPS AND RECEPTION

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Côte d'Or National Sports Complex is Mauritius' premier sporting and event destination. An exciting role for an experienced professional to lead a team at one of the top 5 sports hubs in Africa. The successful candidate will be responsible for implementing and leading the administration services including, front desk, customer service experience, memberships sales, bookings and enrolment management, payments and accounts.

The Head of Memberships and Reception reports directly to the Chief Operating Officer of Mauritius Multisport Infrastructure Limited (MMIL).

### DETAILS

- Permanent full time
- Excellent package for the best candidate
- Team Leadership role
- Basic Salary range Rs 30,000 - Rs 35,000 + benefits

**Candidates will be ranked on "Critical" and "Highly Desired" categories with the top 6 candidates being awarded an interview.**

### CRITICAL QUALIFICATIONS & EXPERIENCE:

- At least a Diploma or Bachelor's degree in business, hospitality, marketing, sales or qualification acceptable to the MMIL.
- At least 2 years' experience in business operations or event management

### HIGHLY DESIRED QUALIFICATIONS

- Experience within a customer services business such as

### DUTIES AND RESPONSIBILITIES

- Lead and implement a range of front desk and back office services;
- Ensure that the duty roster covers for 100% of opening hours;
- Responsible for the Cote d'Or Memberships system;
- Responsible for all bookings and administrative activities of the main Reception desk;
- Lead, train and delegate administration functions with their team;
- Prioritise excellent international-standard customer service;
- Manage staff to ensure high productivity, excellent performance and positive employee satisfaction;
- Target and improve membership and booking sales;
- Assist with organising staff rosters and attendance records;

- Opening and closing the facility as required, ensuring the safety and security of the premises;
- Processes all aspects of registrations using effective sales/customer service techniques;
- Manage accounts, cash handling, financial opening and closing procedures with accuracy, integrity and transparency;
- Resolve customer concerns/complaints using a professional approach;
- Assist members with purchases of merchandise;
- Responsible for ensuring the front desk and reception areas are clean and well- presented at all times;
- Attend required/mandatory workshops and in-service training outside of regular working hours;
- Make collection calls to resolve account problems;
- Prepare reports for the Managing Director on a range of business activities;
- Enforce safety rules and regulations to prevent accidents; administer first aid when necessary;
- Enforce and adhere to all Safety Protocols;
- To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Head of Memberships and Reception in the roles ascribed to him/ her.

### KEY SKILLS REQUIRED

- Strong communication and interpersonal skills;
- Personable demeanour/excellent customer service orientation;
- Ability to be flexible and multi-task;
- Ability to learn and use the membership management system;
- Computer proficiency: word-processing, spreadsheet, PowerPoint, data base management and basic graphic design;
- Outstanding organizational skills;
- Excellent written and verbal communication skills;
- Ability to clearly communicate information effectively





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and persuasively;

- Ability to work independently while maintaining effective working relationships with co-workers, supervisors, customers, and the public;
- Strong collaborative/inclusive approach to problem solving.
- Extremely detail oriented and must be able to work and communicate effectively across all departments.
- Demonstrated ability to work independently with minimum supervision.
- A can-do attitude and willingness to get in and get the job done.
- Enthusiasm for the mission of the Côte d'Or National Sports Complex
- May be required to work outside normal working hours including Sundays and Public Holidays.

**This role is an immediate requirement so if it sounds like your next role, please apply today.**

### HOW TO APPLY?

**To apply, please submit the following:**

1. A written response that details your ability to deliver the key accountabilities of the position;
2. A current resume;
3. Copies of mandatory qualifications required for the position;
4. A valid Character Certificate from within the last 6 months;
5. Referees (names and contact details of at least two referees).

Applications close

Thursday 30<sup>th</sup> March 2023 at 12:00

SEND YOUR APPLICATION EITHER:

by email



people@cotedorsports.mu

OR

by post



HR Officer  
1<sup>st</sup> Floor, Multipurpose Gymnasium Building,  
Cote d'Or National Sports Complex,  
Motorway M3, Côte d'Or, Mauritius.



For all inquiries, please send an email to  
people@cotedorsports.mu



Management reserves the right to call only successful candidates for interview or not make any appointment following this advertisement.

### NOTE

1. Incomplete, inadequate or inaccurate application and non-submission of photocopies of certificates and documentary evidence of experience may cause your elimination from the selection exercise.
2. Applications not reaching MMIL by the above date and time will not be considered.
3. The MMIL reserves the right to call only successful candidates for interview or not make any appointment following this advertisement.

