



MEMBERSHIPS AND RECEPTION COORDINATOR

P 1/2

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, memberships sales, bookings and enrolment management, payments and accounts.

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

DETAILS

- Permanent full time
- Excellent package for the best candidate
- Basic Salary Rs 20,000 + 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 Higher School Certificate and/or alternate equivalent qualification suitable to the Management.
- At least 1 year experience in business operations or event management

HIGHLY DESIRED QUALIFICATIONS

- Experience within a customer services business such as a hotel, sports club, retail, entertainment business.

DUTIES AND RESPONSIBILITIES

- Implement a range of front desk and back office services.
- Operate the Cote d'Or Memberships system.
- Take and manage all bookings and administrative activities of Reception.
- To greet and welcome guests as soon as they arrive at the facility.
- To guide and tour guests and members.
- Customer service.
- To answer, screen and forward incoming phone calls and determine the course of action.
- To answer queries from the public and provide information on the institution and services provided.
- To take messages and facilitate the process of communication between the relevant stakeholders.
- To direct visitors / members to the facility.
- Manage and target membership and booking sales.
- To assist the events team during events.
- Assist with organising staff rosters and attendance

records.

- To arrange bookings and appointments and to keep records as directed.
- To record complaints of visitors / members, if any, and ensure that remedial action is taken.
- 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.
- To perform a range of clerical and administrative duties.
- 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.
- 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 Memberships and Reception Coordinator in the roles ascribed to him/ her.

KEY SKILLS AND PHYSICAL CAPABILITIES

- Strong communication and interpersonal skills.
- Physically able to carry out all aspects of the role.
- 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.



MEMBERSHIPS AND RECEPTION COORDINATOR

P 2/2

- Outstanding organizational skills.
- Excellent written and verbal communication skills.
- Ability to clearly communicate information effectively 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 30th March 2023 at 12:00

SEND YOUR APPLICATION EITHER:

by email



people@cotedorsports.mu

OR

by post



HR Officer
1st 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.

