

POSITION DESCRIPTION

Position title: **Customer Experience Administrator**

Reports to: Business Administrator

Office location: Grassroots Trust Velodrome, Cambridge, New Zealand

Employment Status: Permanent Part Time, 9am- 3pm Monday to Friday

THE OFFICE

Nestled in the heart of Cambridge, the "Home of Champions," the Grassroots Trust Velodrome is a premier sports and leisure destination. Our state-of-the-art 250m UCI Cat1 velodrome offers an unparalleled experience for cyclists of all levels. From beginner enthusiasts to elite athletes, there's something for everyone at our facility.

In addition to our world-class cycling facilities, we also feature a fully equipped gym for those seeking to enhance their overall fitness. Our gym is equipped with state-of-the-art equipment, including cardiovascular machines, strength training equipment, and free weights. Whether you're looking to build muscle, improve your cardiovascular health, or simply stay active, our gym has something to offer.

At the velodrome, we are committed to providing a safe, welcoming, and inclusive environment for all of our visitors and staff alike.

Working at the velodrome offers numerous perks, including exclusive access to the track and gym for both you and your immediate family. This means you can enjoy the thrill of cycling on the world-class velodrome or stay fit and healthy in our gym at your convenience. Plus, you might even bump into an Olympic or world champion or two!

KEY PURPOSE OF ROLE:

This role is a Customer Experience Administrator based at our reception where you are our customers first point of contact for the Grassroots Trust Velodrome. We are looking for a multi-faceted superstar who loves people, has an excellent hospitality type personality and treats everyone who works through the door with care and attention.

As a Customer Experience Superstar, you will play a vital role in delivering an exceptional customer experience to all stakeholders and visitors here at the Velodrome. You will be responsible for providing responsive and helpful assistance to all inquiries, ensuring a warm and welcoming atmosphere at the front desk, and supporting the overall operations of the facility.

We are looking for someone who is keen to take on the challenges of working in a busy community facility whilst also supporting other business units with day-to-day tasks to ensure the velodrome runs effortlessly.

You will directly report to the Business Administrator and maintain a regular schedule of Monday-Friday, 9am-3pm. To ensure seamless operations, our reception staff will be available to assist during off-peak hours, from 5:45am-9am and 3pm-9pm.

Home of Cycling Charitable Trust

A 15 Hanlin Road, Cambridge
P O Box 919, Cambridge 3450, New Zealand

P 07 823 1421 | 0800 VELODROME

E reception@velodrome.nz

www.velodrome.nz



MAIN RESPONSIBILITIES:

Customer Service

- Greet customers warmly and check them into their sessions.
- Provide prompt and helpful assistance to all phone, email, and in-person inquiries.
- Assist with customer billing issues and sales records.
- Monitor contractor and visitor sign-in processes.
- Master our GymMaster booking systems and run reports as requested.
- Maintain communications with our users through the database.
- Promote Track facts and encourage visitors to return for different experiences.
- Liaise with building contractors and maintain consumable supplies.
- Report contractor or cleaner issues to Business Administration and GM.
- Assist with promotion of events.
- Ensure the reception area is kept clean and tidy.
- Address minor maintenance issues and arrange repairs.
- Suggest and implement process improvements.
- Assist with additional administration tasks as required from the Business Administrator and Senior Leadership Team

Financial Support

- Input invoices into Xero and assist with accounts receivable from reception sales.

Health and Safety:

- Prepare H&S documentation for events.
- Assist in coordination of H&S for staff, volunteers, and event attendees.
- Assist with investigation of accidents and incidents, report findings, and implement corrective actions through our H&S portal.

To be successful in this role you will have the following attributes:

- Excellent interpersonal and customer service skills
- Strong team-player mentality
- Prior experience in a busy reception/administrative role
- Knowledge of Xero and/or GymMaster preferred
- Ability to cope well under pressure and prioritise work
- Excellent written and verbal communication skills
- Great attention to detail and computer literacy
- Current first aid certificate or willingness to obtain one
- Interest or passion for fitness, activity, health or wellness preferred but not essential.

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Preferred Skills

Technical Skills:

- **Software Proficiency:** Mastery of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and accounting software (Xero).
- **Data Analysis:** Understanding of basic data analysis techniques using tools like Excel or Google Sheets.
- **Financial Knowledge:** Basic understanding of financial concepts like invoicing, reporting, banking, and reconciliation.

Soft Skills:

- **Communication:** Strong verbal and written communication skills to interact effectively with colleagues, clients, and stakeholders.
- **Organisation:** Ability to prioritise tasks, manage time effectively, and maintain a structured work environment.
- **Problem-Solving:** The ability to identify and resolve issues efficiently.
- **Teamwork:** Working collaboratively with others to achieve common goals.
- **Customer Service:** Excellent customer service skills to handle inquiries and address concerns professionally.
- **Adaptability:** Flexibility to adapt to changing situations and priorities.

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