



JOB AGREEMENT

JOB TITLE

Sales & Customer Service Manager

PURPOSE OF ROLE

Increase sales and ensure the highest level of customer service is provided by the customer service and pro shop teams across all Voyager locations.

RESPONSIBILITIES

Customer Service

- Management of the rostering for the customer service team at all Voyager locations within the operating hours.
- Training of all customer service operators and pro-shop team members on their key responsibilities and daily tasks using the Voyager SOP Manual.
- Regularly update and maintain the Voyager SOP Manual.
- Manage all Voyager site locations customer service emails, phones and SMS ensuring that clients are responded to promptly with accurate information and the highest levels of customer service.
- Management of complaints by customers at Voyager locations by ensuring the customer service team or coaches accurately record and then discussing with Head Tennis Professional and Region Managers to ensure action is taken.
- Management of all Google Reviews responding to all positive and negative reviews as well as requesting to clients that have had a great experience to provide a google review.
- All customer service staff have a clear understanding of all services and pricing at the facility for customer enquiries to facilitate promoting and upselling.
- Ensure all clients and staff are greeted with the highest level of customer service (smile, friendly, helpful, and never short or in a rush). Regular customers are welcomed by their first name.

Sales & Marketing

- Work in unison with the marketing manager on the promotion of all products and services to generate sales.
- Notify the Marketing Manager if any services on the website or email campaigns are not accurate and up to date.
- Maximise the facility court sheets by releasing courts as required and ensuring that available times of coaches/classes are accurate at all times for bookings.



- Upselling is delivered at every opportunity by the customer service team promoting key services such as free coaching trials, equipment, court hire, competition and F & B.
- Work with the Head Tennis Professional to promote the programs with the customer service team on phone, texting/emailing database, social media and school newsletters.
- Management of the VT database ensuring all personal data is collected for new player profiles and current customers are regularly updated in the database.

Administration & Organisation

- Ensure the completion of the reception checklists by all team members daily, weekly and termly tasks to ensure the facilities are managed to the highest standards.
- Corp centre phone set up is managed in line with customer service roster to ensure we have our strongest customer service operators answering phones.
- Management of the Voyager UTR club page approving members and responding to any messages sent to Voyager Tennis.
- Work with the customer service team to ensure daily lesson credits, invoicing and tills are balanced for Voyager locations accurately.
- Management of new player registration packs for all new players who join programs at the academy ensuring are handed out to client's promptly.
- Clearly track the amount of enquiries and trials on a weekly basis at the facility.
- Work Health and Safety: Work in conjunction with the Human Resources Manager to ensure a safe workplace.
- Accounts: Works in conjunction with the Group Accountant to ensure all invoices/receipts for payments are sent through to Dext efficiently and with appropriate notes.
- Recruitment: Works in conjunction with the Talent Acquisition Manager on any recruitment initiatives or new hires for the customer service team.
- The customer service team follow good grooming standards and the wearing of uniform at all times while on shift.
- Ensure you and the team remain security conscious at all times ensuring the voyager facilities are opened and closed following the detailed checklists.

People Management

- Support your team with constructive feedback and training & development to ensure they continue to improve their performance within the company and enjoy their role.
- Deliver sales and customer service meetings as required to provide targets, training, feedback and program updates.
- Utilise your personal network and the client database to recruit new team members and continue to strengthen the team.
- Work with Human Resources Manager to ensure that their documents and teams required working documents are updated in IntelliHR and completing performance reviews for coaches as required with the Director of Operations.



Company Value Alignment

- Excellence: Delivering your work the best that you can do. Taking pride in facility and personal appearance.
- Customer Focus: Putting the customer first, working around their needs and exceeding expectations.
- Teamwork: Making a positive contribution to your team and helping out when others require your support.
- Work ethic: Displaying a consistent strong work ethic and ambition to succeed.
- Growth mindset: Being willing to learn and master new skills required in the various roles within the company.
- Fun: Bringing a sense of fun to work each day that positively affects the customers, team and other stakeholders.

KEY PERFORMANCE OBJECTIVES

- Work in conjunction with the Head Tennis Professionals to ensure each site is on track to achieve or exceed revenue targets.
- Maintain a 4.5*+ google review rating at all VT locations.
- Complaint handling success rate.
- Leadership as measured by the strength of your following, engagement of your team and number of regrettable employee losses.
- Alignment with and the demonstration of the company values.

JOB HOLDER'S AGREEMENT

Job Title: Sales & Customer Service Manager

Job Holder's Name:

I agree to accept responsibility for producing the results, meeting the standards, and performing the work established by this job agreement.

Job Holders Signature: _____

Date: _____