



Director of Sales & Customer Service

Overview

- Employment Type: Full-time
- Benefits eligibility: Full-time employees are eligible for medical and dental benefits on the first day of the month after 90 days of employment, and paid vacation after one year of employment.
- Salary range: \$30,000+ to commensurate with experience
- Hours/Availability: must be available a mix of days, evenings, and occasional weekends.

Job Summary

We are searching for a driven Director of Sales and Customer Service to enhance operational efficiency and productivity in our processes and constantly improve sales and customer service quality *for two company locations*. The successful candidate is dedicated to making every customer feel like they are the only customer and ensuring all front-line staff are trained to do the same. This position requires fast “thinking on your feet” and problem-solving new challenges each day. This person understands all service offerings (programs) thoroughly and is excited to be constantly sales-focused because he or she truly believes in the value of what they are selling!

Tasks and Responsibilities *

- Lead customer service team and teach others the art and science of memorable service.
- Lead program and retail sales efforts and teach others to sell effectively.
- Create, maintain, and continuously improve proactive customer service policies.
- Ensure accuracy of customer orders (program enrollment, parties, retail) and related important records.
- Ensure exceptional organization of sales and customer service forms and records.
- Conduct highly professional and memorable program / facility tours.
- Work closely with marketing and finance personnel to ensure operational goals are exceeded.
- Guru-level mastery of customer management software (i.e. iClass, Constant Contact, etc.)
- Manage retail operations (pro-shops) including inventory management, ordering, promotions, etc.
- Smile – even “through the phone”!

**This list is not exhaustive as other duties deemed necessary may be assigned by your supervisor.*

Minimum Qualifications

- Minimum of 3 years of sales or customer service management experience – or equivalent
- Must pass and maintain a clear criminal background check
- Must be proficient in computer skills (Word, Excel, Power Point, iClass/customer management)
- Must be highly organized, high-energy, highly creative, and enjoy working in fast-paced environment
- Passion for working in a child-centered professional environment
- Commitment to long-term professional development and continuing education

Ideal Qualifications

- 5+ years of sales and customer service management experience in the gymnastics, children’s programing, or educational services field
- Bachelor’s or Master’s degree in a relevant area (business, sales, etc.)



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Working Conditions

- Must be able to lift a minimum of 25 pounds.
- Active on feet for more than 4 hours at a time.
- Must be comfortable working in high-volume fast-paced environment and enjoy being around children
- Other (This is not an exhaustive list of potentially hazardous working conditions.)

Employee Evaluations

Every employee at New Heights Gymnastics & More will be evaluated at least yearly and more frequently as needed based upon the length of time employed and performance. Employees may also receive other forms of evaluation, including but not limited to formal and informal observations. Your first evaluation will be held after your 3-month introductory period of employment.

Supervisor

Every employee at New Heights Gymnastics & More is expected to collaborate and cooperate with all co-workers and management. For communication efficiency, each employee has an immediate supervisor to report to directly.

About Us

New Heights was founded in 1998 in Wauseon, Ohio and now features a second location in Maumee, Ohio. For twenty-two years, we have provided the area with premier-quality instruction and coaching in the sport of gymnastics as well as newer programs such as NinjaZone and amazing Birthday Parties. While our competitive teams have won many invitational, and state and regional championship competitions, including at the highest levels, many of our gymnasts have more simply found a love for the sport in the pursuit. Many of our gymnasts have earned full-ride college gymnastics scholarships, but some have simply moved on to other pursuits no less important. We take pride in providing a safe, positive, and nurturing environment for growth and development regardless of the extent of their natural athletic talent. Our mission is to provide every student we instruct with the opportunity to build a strong body, a sound mind, and therein set the cornerstone for success in gymnastics and *in life*.

Ready to Apply? Email resume, cover letter, and list of three professional references (name, organization, phone, and email) to: maumee@newhtsgym.com