



Customer Experience Representative – North Vancouver, BC

The Twist Sport Conditioning Centre hosts professional and amateur level teams and athletes from many sports including, hockey, soccer, tennis, golf, baseball, basketball, softball, football, lacrosse and rugby. The Centre also offers adult functional training programs and private training services for adult athletes and recreationalists. Twist Sport Conditioning is currently accepting applications from qualified individuals for a **Customer Experience Representative**.

Job Description:

The Customer Experience Representative creates an outstanding first impression to new clients. As the first line of contact in our front of house, he/she maintains current relationships and solidifies new sales with athletes, parents and sport coaches. The Customer Experience Representative thrives on direct contact and communication with customers.

General Qualifications:

- **Personal skill set:** Excellent oral communication skills, relationship builder, genuine interest in people, attention to detail, organized, ability to multi-task and prioritize, fun and positive attitude.
- **Experience:** Customer service, administration, booking clients into a busy schedule, computer savvy, a good understanding of numbers. Previous sales experience in a service industry an asset.
- **Computer skills:** Confidence with Office applications including Outlook, Word, Excel. Experience using a POS and/or accounting program.
- **Athletic background:** Interest in fitness, health and athletic development.
- **Education:** A degree or diploma in any discipline an asset.

Primary Impact on the Business:

- You are the heart of the Centre's daily operation. Points of contact include phone, email and walk-in customers.
- You ensure that people who contact us want to buy our product if it is right for their needs.
- You ensure that people who have bought our product want to purchase again and refer their friends and family
- You ensure that our coaching staff who deliver our product, are set up for success.
- You find ways to help people who are not certain about training at Twist, ease their way in.
- You find ways to help customers who want one thing understand something else might serve them better.
- You are curious, you ask questions and are confident.

You will know this job is right for you if you like:

- People Engagement - talking to clients and engaging them on a personal level, building relationships. Asking questions of customers and potential customers that help you develop the right solution for them.
- Accuracy and attention to detail
- Structure, organization and planning
- You are okay with curveballs, rapid changes and other mysteries of people and schedules.
- You don't get flustered easily.
- You can handle working in the middle of noise, people, interruptions.
- You recognize that all people are different and you are happy building relationships with all of them (parents, kids, teenagers, hockey moms, athletes of all ages, pro athletes, wealthy, not-so wealthy)

Key Responsibilities:

- **Customer Service:** You are the heart of the Sport Conditioning Centre's daily operation. Points of contact include phone, email and walk-in customers. Customer service responsibilities include engaging customers, determining what their needs are and offering accurate options, solving problems & making changes, athlete check in's and follow ups, scheduling of private and group training. Attention to detail here is key as is a very solid knowledge of our services.
- **Sales:** Training services mainly. Some product sales (fitness equipment, clothing and small retail items)
- **Marketing:** E-mail blast marketing announcing new program releases & registration deadlines.
- **Administrative Duties:**
 - Registration and intake of athletes – includes the processing of accurate registration forms (including billing calculation) and client intake forms, compiling private training client files and class rosters.
 - Billing – creating invoices, processing & receipt of payment, responsible for A/R.
 - Scheduling Program - Entry of new, cancelled and rescheduled training bookings, overseeing accuracy of this program (also used by coaches) every day.
 - Data Entry into CRM program – maintain accurate and up to date information.
 - Collection of client feedback.
 - Maintain up to date filing system.
 - Assist VP of Athlete Training where needed.
- **Facility Maintenance and Care:** General front of house cleaning duties, office equipment maintenance.