

Sales and Service Manager – Port Coquitlam, BC

The Twist Sport Conditioning Centre center hosts professional and amateur level teams and athletes from many sports including, hockey, soccer, tennis, golf, baseball, basketball, softball, football, lacrosse, rugby, and a variety of non-traditional sports. The Twist Sport Conditioning Centre also offers adult functional training programs and private training service for adult athletes and recreationalists. In addition to our training services, we retail over our own private line of Smart Muscle® sport conditioning and functional fitness products in our product retail store. We are currently accepting applications from qualified individuals for a full-time Sales and Service Manager in **Port Coquitlam (Tri-Cities)**.

Job Description:

The Sales & Service Manager works side by side with the Director of the Centre and has a variety of roles in both the Twist Sport Conditioning Centre and Twist Product Retail Store including but not limited to:

- Front Desk Operations: Sales, athlete check-in and relationships, operations software
- Customer Experience: Walk-in customers, follow ups, check ups including but not limited to phone, e-mail and face to face
- Sales and Marketing: Networking, campaigns, community events, direct mail, e-mail, database sourcing and compilation, tradeshow, personal selling, marketing execution
- Administrative Duties: Registration and intake of athletes, compiling and organizing athlete and group files and rosters, daily activity reports, weekly statistics report, scheduling
- Communication: Training services and products to general customers, athletes, coaches and parents
- Organization: Filing system, templates, e-mail, mailing, and faxing athletes and prospects
- Scheduling: New private one-on-one, small group, additional services
- Facility Maintenance and Care: Equipment safety checks and reporting, office equipment maintenance, inventory, general cleaning
- Products: Ordering, shipping, receiving, inventory
- Management: Managing sales and service team as required with growth, assist director with management of coaching team

Qualifications:

- Education: Post-secondary education preferred however not required. Knowledge of the sport conditioning/ fitness market an asset.
- Athletic and Fitness background: Competed at an elite or intermediate level of sports an asset. Current active participation in sport, or fitness
- Experience: Management, sales, customer service, administration
- Personal skill set: Strong communication skills, work effectively in a team situation and independantly, organized, ability to multi-task and prioritize, fun and positive attitude, authentic people-person, networking

Compensation and incentives are commensurate with experience

Only qualified individuals will be contacted.

Interested candidates please email resume and cover letter (word or pdf) to:

careers@twistconditioning.com

Subject line: PCO-SSM