

JOB TITLE: Customer Service Associate
REPORTS TO: Director – Sales & Marketing
DIRECT REPORTS: NONE
FLSA STATUS: Exempt
INCUMBENT: NEW POSITION

JOB DESCRIPTION:

Maplezone Sports Institute (MSI) is seeking to fill our customer service associate position with an enthusiastic, career minded individual with a strong work ethic and a commitment to teamwork. This position reports to MSI's Director – Sales & Marketing and has responsibility for assisting with the many facets of the sales and marketing effort, including the building of customer relationships by responding to business service requests, promoting and selling MSI programs, scheduling appointments and handling event registrations.

PRINCIPAL DUTIES:

1. Responsible for promoting and selling the services, events and promotions offered by the company including but not limited to lessons, camps, clinics, showcases, tournaments and leagues.
2. Maintain, manage and build external customer relationships via in person, phone call, and email communication.
3. Responsible for providing timely updates to the management team.

GOALS AND OBJECTIVES:

1. Providing timely, accurate and high quality customer requested or needed information.
2. Maintaining accurate and complete customer contact information.
3. Achieving a high level of closing on sales presentations/proposals.
4. Correctly and efficiently scheduling clients for lessons, clinics, and various events

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required –

- Exceptional people skills in person and on the telephone
- Excellent verbal and written communication skills
- Demonstrated experience working in sales or marketing team environment
- Strong organizational and follow-up skills

EDUCATION/EXPERIENCE:

Bachelor's Degree preferred. Business Management area of study preferred. Equivalent of one year of experience in sales, marketing and/or business development.

LANGUAGE ABILITY:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

SUPERVISORY RESPONSIBILITIES:

Is responsible for the overall direction, coordination, and evaluation of the direct reports. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

BACKGROUND CHECKS:

Employee must complete, submit and have on file the following three certifications –

1. Report of criminal history from the Pennsylvania State Police
2. Child Abuse History Certification from the Department of Human Services
3. Fingerprint based federal criminal history submitted through the Pennsylvania State Police or its authorized agent

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand; walk and reach with hands and arms. The employee is occasionally required to sit.