

Position Contract



Division	Operations	Priority: H= High, M= Medium, L= Low			
Position	Customer Service Representatives	Frequency: D= Daily, W= Weekly, M= Monthly			
Main Divisions/Key Responsibilities of this Area		Frequency & Priority			
	Division/Responsibility	D	W	M	Other
	1. Greet all customers by name	H			
	2. Write out name tags for new students and trials	H			
	3. Go through mailbox and respond to any notes	H			
	4. Answer phone calls with a smile	H			
	5. Take payments	H			
	6. Enroll students in lessons, special events, and private lessons	H			
	7. Type any documents left in box or given by management	M			
	8. Lead facility tours				M- as needed
	9. Keep schedules stocked	H			
	10. Help keep parents and non-participating siblings out of the gym and upstairs	H			
	11. Help organize and clean the office when there is time available	L			
	12. Check customer service emails and respond if necessary	H			
	13. Sell merchandise from our Pro Shop	M			
	14. Complete daily tasks in the office: Fill copy machine, sharpen pencils, fill pen holders, fix magazines, fill business card holders, get video ready for day (office person #2)	H			
	15. Send birthday greeting emails	M			
	16. Hand out umbrellas and get them returned (office person #1)	L			
	17. Help moms load kids into cars (office person #1)	L			
	18. Handle refunds				H-as needed
	19. Handle trial enrollments				H-as needed
	20. Take online registrations through email (office person #2)	H			
	21. Salt and shovel the sidewalks and the hill in the parking lot				H-as needed in winter
	22. Update own and department employee job descriptions (if applicable)				H
	23 Take "Welcome" Facebook picture				H-as needed
	24. Garbage collector				H-as needed

Place H (high), M (medium), L (low) in one of the frequency and priority columns to indicate how frequently the tasks for the responsibilities are carried out and how important they are.

Signature: _____ Date: _____

Division: **Operations**
Position: **Customer Service Representatives**



1. Greet all customers by name:
As customers come in, greet them by name and make sure to help them as needed.
2. Write out nametags for trials and new students:
Write out the nametags and put them on the counter for them to pick up. Be sure to include their name, class, and teacher on the tag. Take picture of new student and post to Patti's All-American Facebook page.
3. Go through mailbox and respond to any notes:
Daily, go through your box and read any new notes or fliers and respond as necessary. Keep drawer clean. Clean at the end of your shift every day.
4. Answer phone calls:
Anytime the phone rings make sure to answer it by the second ring. If busy, answer and ask them if they can hold, or if you can call them back. Get name and number and call back as soon as possible.
5. Take payments:
On the 25th of every month, tuition balances are automatically run for the next month's tuition. In Jackrabbit, go to the family's account and click on the "Payment" button along the top. Choose the payment method of "Cash, check, credit card, etc.", and enter the amount they are paying. Click the "Apply Payment" button and hit "Save Changes" button for cash/check payments. Click "Use card/Acct on File" or "Use New Card" and then "submit ePayment" for credit card payments. Post payments for merchandise, special events, and birthday parties the same way.
6. Enroll students in lessons, special events, and private lessons:
Go into Jackrabbit, in the search box on the top, type the family name. Once the family comes up, click on the enroll link next to the student's name and search for the special event or class by using the drop down boxes. After enrolling, post the fee and process payments.
7. Type any documents left in box or given by management:
In each office staff member's box, there may be documents that need to be typed when there is spare time. Some may just have corrections to do, but others may need the whole document typed. After the typing is finished, save it in the correct folder, type the path at the bottom, and put it in the box of whoever left it for you to do.
8. Lead facility tours:
When interested customers come into the gym for the first time, give them a tour of the facility. Follow the tour script found in scripts/tour scripts. Make sure to ask questions while giving the tour about what classes they are interested in and the names and ages of the child or children. Make sure to tell them about the gym, dance room, and where the bathrooms are located. Also try to sell extras, like Back Handspring Clinics, camps, and Lunch Bunch in case they are not interested in committing to a class and just want to come to our special events. Offer to create an account for them while they are here. If they are unsure if ready to enroll inform them about our trial class option.

9. Keep schedules stocked:

Check the schedules to see if they are running low. If they are, run off at least 15 copies.

10. Help keep parents and non-participating siblings out of the gym and upstairs:

During classes and birthday parties, make sure to watch the gym to make sure there aren't any parents or siblings inside the gym or on the equipment. If there are, ask them to please return to the viewing area and inform them they are not to be in the gym during this time. Also, be sure that no siblings are playing on the equipment in the upstairs area either. Keep camera up on third computer to monitor upstairs area from the office.

11. Help organize and clean the office when there is time available:

During free or slow time, clean the office: organize drawers, wipe counters and phones, check to see that the lobby and bathrooms are clean. If the floors look messy, vacuum them. Do anything that will keep up the appearance of the office and the rest of the building.

12. Check customer service emails and respond if necessary:

Open the email for customerservice@pattisallamerican.com. Go through the emails and respond to any if necessary. If there are enrollments, follow enrollment process on registration checklist located at each computer and run payment through Jackrabbit. Forward any emails to appropriate Managers or the President when needed.

13. Sell merchandise from Pro Shop:

Responsible for totaling merchandise sales and entering fees and payments in Jackrabbit. Must ask for the sale every time by trying to "add-on" to a purchase. Remind customers about any current specials or promotions.

14. Complete daily tasks in the office (tasks for office person #2):

- *Copy Machine*- There is one drawer that needs to be checked each day. Pull the top drawers out and fill with copy paper (weight 20 lbs) 8 ½ x 11 located on top of the white cabinet in the bathroom (near dance room) or inside the cabinet.
- *Pencils*- Each desk has pencils that get sharpened daily. The pencil sharpener is located next to computer #3.
- *Pens*- Are located in bottom drawer.
- *Magazines*- Make sure all magazines are in the magazine rack and not laying out, if magazine is ripped, throw it away. Go through the magazines located in the lobby, dance room, and upstairs. Be sure to keep only current magazines.
- *Business cards*- Are located in the back office or ask the President for more.
- *Videos*- Choose the video of the week. These are located in the Bus Stop. Make sure that the television is turned on. Always use the controller. If you cannot get the television to turn on, check the power button on the top of the television.

15. Send birthday greeting emails:

On Jackrabbit home screen select "Birthdays (Active) net 10 days." Email each student who has a birthday on the current day. Send email template "Happy Birthday General Boy" or "Happy Birthday General Girl," be sure to enter child's name in subject line to personalize the email.

16. Hand out umbrellas and get them returned (for office person #1):

Umbrellas are located in the airlock underneath the bulletin board to use when raining. Make sure parents use them who do not have their own. Also, make sure to get them returned.

17. Help moms with kids in cars (for office person #1):

Some children get dropped off at the door, in order to help these moms open the door of the car and help get the child out safely and into the building where the children are supposed to go.

18. Handle refunds:

Always try to save the customer! Offer them something else, for example a different day or time, different teacher, or if money is the issue, offer them special arrangements or have them contact Tina. If they still want a refund and want to drop, then you need to drop them from their class or put in a drop date depending on when their last day will be. When entering drop date, check box to email the teacher (maybe they can save the customer. Next, fill out refund request form located in files under tickler (cdata/office/refundrequest) and give it to Tina to process the refund. Refunds are only given for classes that are remaining in the month, not for classes that they were a no-show for. You should, however, refund all missed classes if the child was injured here, if they have a doctor's note, or they are a new customer and it's within the first 30 days. If you're not sure of the amount of their refund, please tell them that Tina will call regarding the amount of the refund.

19. Handle trial enrollments:

Students taking a trial must have a current registration form on file. Whether they fill it out when they come in or go online to submit a registration form, they must have it completed before entering class. When scheduling a trial, enroll the student in the class, entering in a drop date for the day after the trial class. Post trial in transactions for the day of the trial using "payment" button (payment type: trial class, method: School Age/Tumblebear/Dance trial) and link trial to student and class in the transactions. Process payment for the trial class at the time of enrollment. After the class, the office representative asks mom how class went and whether they are going to join. If the trial does not join or does not come back to the front desk, leave for the director of the program.

20. Take online registrations through email:

Open each email and respond as needed to any incoming email messages. Delete emails if you have already read and responded. When opening an enrollment notification, check in Jack Rabbit whether the student is currently enrolled. Be sure to see if there are any comments included with the registration. Parents might list the date they would like to start or mention a coupon they want to apply. Go to their account in Jack Rabbit, go to the transactions tab to adjust charges or post registration fees if necessary. Process their payment with the card on file. Email current session confirmation statement, "new teacher" email, and special events email. Mark the "Reply Email Address" to customerservice@pattisallamerican.com, and click submit. Next, if a student is a joiner or returner, you must post a payment choosing payment type of Joiner or Returner, then choose a Payment Method of exactly which department they are joining or returning. Post for the day they are starting class and click save.

21. Salt and shovel the sidewalks and the hill in the parking lot:

As needed in the winter, go out every hour if necessary to keep the sidewalks and stairs as clean as possible. The shovels are kept in the airlock during the winter months and are in the shed during the spring and summer. The bucket of salt is usually left in the maintenance room or in the airlock, with a pitcher of some sort to help you sprinkle on the stairs and sidewalks. There is a snowplow company that will come if there is a significant amount of snow. When finished, there is a chart kept in the very front of the tickler in the front office. After each time someone shovels/salts, etc, the sheet must be dated and initialed and placed back in the same spot in the tickler. If the snow plow company comes and the office notices, mark on the Snow sheet as well. The company knows to leave a receipt of date and time they came to plow/salt the parking lot and sidewalks for our records.

22. Update own and department employee job descriptions (if applicable):

Go to Operations and Sales in Co. Data. Open job descriptions in your department. Review each one, red pen corrections, hand to the specific person who has that job title for corrections. That way they systematically understand the changes. Always go through and correct your own job description as well.

23. Take "Welcome" Facebook picture:

With each new student, snap their pic holding the "Welcome sign". Post on Facecook/Instagram. Or send to Social Media Director along with the child's first name and she will post.

24. Garbage collector:

It is every employee's job to collect garbage/trash seen inside or outside the gym. When walking through the parking lot, gym, lobby, swimming pool area, please keep eyes open for anything on the ground that shouldn't be there. Pick it up immediately. Also, if garbage cans look full or smell bad, do not wait until designated cleaning time. It is your job to change them right then and there. This job is just as important as all others. This should be a team effort.