

Position Contract



Division	Sales	Priority: H= High, M= Medium, L= Low			
Position	Tumblebear Preschool Manager	Frequency: D= Daily, W= Weekly, M= Monthly			
Main Divisions/Key Responsibilities of This Area		Frequency & Priority			
		D	W	M	Other
1. Introduce yourself to the parents in the lobby		M			
2. Encourage staff and be in the lobby talking to parents between classes		M			
3. Ensure teachers are following designated systems and curriculum		H			
4. Help interview and hire employees for this department					M-as needed
5. Schedule peer observations					M-as needed
6. Conduct staff training sessions & training calendar				M	
7. Take leadership initiative and motivate or sensitively correct staff behavior on the spot		H			
8. Make a point to involve staff in the decision-making process					M-as needed
9. Frequently communicate through notes, weekly reader, e-mail, and personal contact			M		
10. Keep staff energized, challenged, and driven by our mission and philosophy					H-always
11. Review staff member evaluations					H-2x a year
12. Create effective and innovative lesson plans by studying previous years and from other gyms					H-Bi-weekly
13. Ensure the gym is ready for class		H			
14. Prepares music and props		H			
15. Create, copy, and record lesson plan and post to Facebook					H-bi-weekly
16. Ensure props and handouts are cleaned up from previous week			M		
17. Create a parent note (Teddy Tumblebear Says) for lesson plans that need further explanation and parent education					M-bi-weekly
18. Check website monthly				M	
19. Create scripts for Group Parent Teacher Conferences					H-as needed
20. Tweak schedule – Look at and tweak with VP			H		
21. Schedule Tumblebear Special Events					H
22. Set an example for personal growth by attending seminars and pursuing continuing education opportunities					M-annually
23. Set the highest standard of personal and professional conduct with a positive attitude and enthusiasm		H			
24. Keep personal work space and box neat and clean		M			
25. Use non-teaching time effectively		M			
26. Return materials such as questionnaires, projects, training materials, etc. on time					M-as needed
27. Tell the truth at all times and act with integrity		H			
28. Accept suggestions well and look for mentoring and guidance		M			
29. Get new students		H			

30. Convert trial students	H			
31. Keep current students	H			
32. Make joiner calls	H			
33. Mail joiner postcards/send referral cards if necessary		H		
34. Make quitter calls and create call back list	H			
35. Call student after two missed classes in a row	H			
36. Check wait lists		H		
37. Attend and prepare for manager's meeting				M-as needed
38. Supply Social Media Manager with all pertinent information on a monthly basis		M		
39. Enter monthly session report numbers into company data			H	
40. Clean out company data files in computer, ensuring the old files are removed and new ones are in the proper place				L-as needed
41. Make sure 8 x 10 photo is displayed daily	M			
42. Create internal marketing				M
43. Schedule and run Daddy Bear & Mommy Bear Day & other events				H
44. Send baby, condolence, and thank you cards to customers				M-as needed
45. Maintain the highest profit by keeping enrollment high and payroll low				H-always
46. Garbage collector				H-as needed

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

Signature: _____ Date: _____

Division: **Sales**
Position: **Tumblebear Preschool Manager**



1. Introduce yourself to the parents in the lobby:
You will let the parents know that you are the person to come to with any comments or concerns; good or bad.
2. Encourage staff is in lobby talking to parents between classes:
Set the example and always encourage teachers to keep open communication with parents. Get to know the by name and speak to them frequently.
3. Ensure teachers are following designated systems and curriculum:
Keep an eye out for any teachers who may not be completing all of their duties. Make sure that they are at least following lesson plan as a guideline and then progressing students based on skill sheets.
4. Help interview and hire employees for this department:
Meet with a possible new employee, go over their application, set up a try out date, and give an opinion of how they did. If they are hired, become their mentor and “Big Sister”.
5. Schedule peer observations.
Set dates and times for all preschool teachers to observe the other teachers in their department and have them watch, keep notes on every type of class they teach.
6. Conduct staff training sessions:
Give ideas, tips, and drills that have worked for you in the past. Work on spotting techniques, ways to create relationships with parents, First aid tips, etc.
7. Take leadership initiative and motivate or sensitively correct staff behavior on the spot:
Make sure to praise positive behavior and or teaching techniques and if a questionable act arises, handle quickly and discreetly.
8. Make a point to involve staff in the decision-making process:
Always ask staff members their opinion on how we can make things work better and run more smoothly. Ask them if the lesson plan worked for them and suggestions. Asking their opinions creates ownership.
9. Frequently communicate through notes, weekly reader, e-mail, and personal contact:
Use other means i.e. candy, rewards, cards, notes, etc. If you use candy as a reward, mark on the candy log. Report what the employee who received candy did at the managers’ meeting.
10. Keep staff energized, challenged, and driven by our mission and philosophy:
Always set the example and encourage staff to keep motivated and goal driven. Every decision employees make should be aligned with our mission, vision, philosophy, and core values.
11. Review staff member evaluations:
Go through self-evaluation with each instructor. Review teacher observations and give any guidance/suggestions that may be needed.

12. Create effective and innovative lesson plans by studying previous years and other gym's lesson plans:
Be aware of themes and ideas that will excite children by keeping track of current kid toys, movies and fads. Create lesson plans that follow general guidelines for safety and skill progressions but are fun and innovative.
13. Ensure the gym is ready for class; safe:
Watch out for anything that may be a hazard in the gym. Do this while setting up, teaching, and taking down the gym.
14. Prepares music and props:
Find appropriate music for different themes, i.e. Beach week, *Surfin USA*, etc. Remember some of the props are located in the shed, U-lock.. (This job is usually done at least a few days before the new lesson plan starts.)
15. Create, copy, and distribute lesson plans:
In order to create new lesson plans, go through past lesson plan books to get ideas based on what we've done in the past. Update or change as needed. Themes may include events coming up or movies/ activities that interest preschool children. Create lesson plan in Word, record and upload to YouTube and share on the Gym Staff Facebook pages. Encourage feedback. Keep all pictures, clip art, notes and lesson plan 'map' in company data. Lesson Plans/2017-2018*specific school year/month
16. Clean up props and handouts from previous week:
This is done after the second Saturday of the lesson. Assign a teacher to take down preschool props that may be hung on equipment or the walls and store them away. Throw out remaining handouts or ones that will no longer apply to the gym. (for example, camps that have passed.)
17. Create a parent note (Teddy Tumblebear Says) for lesson plans that need further explanation:
Give a handout to the parents explaining what their child is working on out in the gym and why it benefits them learning skills, physically, mentally, for education purposes, or socially.
18. Check website monthly:
Every month check website for anything department related that needs corrections or updates. Adding new and upcoming events and removing anything that is outdated. Inform Tech Manager of items that need to be updated.
19. Create scripts for Group Parent Teach Conferences:
Give the instructors something to read concerning upcoming events and other happenings in the gym and exactly how to present it to the parents.
20. Tweak schedule:
Review schedule and compare how many classes we have in each level. Try to keep or stay close to that same number, possibly changing due to age of students. Offer a variety of classes on different days remembering to always have an early mid-day, and later class times for each type of class. Also look to see if there are classes for 3-year old's at the same time as 1 & 5-year old's and 4-year-old classes same time as a 2-year-old class.

21. Schedule Tumblebear Special Events:
Look through the calendar for the upcoming year and plan out camps, cartwheel clinics, Daddy Bear Day, Tumblebear Indoor Playground days/dates, Lunch Bunch dates, and any additional events that could be added. Get a Lake Central school calendar to coincide certain events with days that children are off of school. Make sure to write them on the main calendar.
22. Attends yearly conference:
Attending national USA Gymnastics congress or regional conference is a must. Staying up to date on all the current gymnastics findings is necessary for growth of the business and safety of our students.
23. Set the highest standard of personal and professional conduct with a positive attitude and enthusiasm:
It is management's duty to set the tone and provide a positive example.
24. Keep personal work space and box neat and clean:
Box should be cleaned out by the end of the day, every day. Desk and drawers should be relatively organized.
25. Use non-teaching time effectively:
Finish tasks out in the gym and return to desk to continue additional jobs related to the Preschool Department.
26. Return materials such as questionnaires, projects, training materials, etc. on time:
All material must be returned to the Training Director or person assigning the jobs. Make sure notes are taken when viewing any training materials.
27. Tell the truth and act with integrity:
Be a trusted employee by always being truthful and doing the most prudent thing for the company.
28. Accept suggestions and look for mentoring and guidance:
Be open to any and all suggestions from staff members; make sure to ask for help from the President if a situation arises and you are in need of guidance.
29. Get new students:
You can get new students by doing many things, here are a few suggestions: talk to parents and children in the community, be proud of where you work, and give out your Free Trial Class coupons whenever you can.
30. Convert trial students:
It is your job to treat each new child and parent doing a Trial Class with TLC. Introduce yourself to the new student. Then introduce them to their "new friends" in class. Do this in the lobby BEFORE class starts. While in the gym, give that "guest" a little more attention to make sure they know exactly what to do. Most children won't ask if they don't know what to do, instead they might feel overwhelmed and not come back. To convert a Trial Student into a Joiner you need to make sure you talk with the mom after class saying nice things about their child, how they did in class with the skills or how they worked with other kids.

31. Keep current students:
 - Progress skills
 - Use their names over & over & over
 - Create Relationships – LISTEN to your students. “ People don’t quit their friends – people quit companies”
 - Have FUN!

32. Make joiner calls:

Call parent after their child’s first class. Ask them how they liked the class, and see if they have any questions about the program. Welcome them to the gym and thank them for joining our gym.

33. Mail joiner postcards/send referrals if necessary:

Write out a joiner postcard (found in front office file cabinet between first and second desk) to each new student welcoming them to the gym. Mail a referral card (worth \$50.00 off tuition) to the person who referred them. This information will be indicated on the registration form filled out by the new customer.

34. Make drop calls:

Call the parent of the student who is no longer taking classes at the gym. Ask them why they are leaving and try to fix the problem; teacher, time, etc. if you can. Remind them that they are always welcome back to the gym in the future. If they are leaving for a specific reason, find out when they are planning on returning and keep an on-going list for making calls. The list should be separated by months and ‘when’ to call back each drop.

35. Call after student misses two classes in a row:

Give a quick phone call to see if everything is okay. Ask if the child has been sick, whether the time of the class is inconvenient, or if they want to change teachers. Call the family the day after their second missed class. *MUST call them back before the 25th of the month when the next auto pay will run. If there is no contact and 3+ missed classes, drop that student to avoid the customer requesting a refund.

36. Check wait lists:

On Monday morning of each week go into Jackrabbit and pull the wait list report. See if there is anyone moving/changing classes, and if it’s possible to move that wait list student into class. Check both the classes WITH openings and the classes WITHOUT openings. You will be able to see if there are future drops and place the wait list child in there to take the spot as soon as the future drop is out.

37. Attend and prepare for monthly manager’s meeting:

Keep an ongoing list of questions, problems that happened through the week, customer issues, accidents, facility issues, etc.

38. Supply Social Media Manager with all pertinent information on a monthly basis:

Inform Social Media Manager of all information about upcoming lessons, special events, and parent reminders to be used on Facebook Instagram, website, and electronic bulletin board.

39. Enter monthly session report numbers into company data
Pull report from Jackrabbit and transfer information onto prepared form that includes # of students, # of joiners, and #of quitters, why they joined or quit our program. Input the information you found in cdata/office/numbers/TumblebearNumbers and also create and save the Session Report in the specific year and month. Cdata/office/numbers/....
40. Clean out company data files in computer, ensuring the old files are removed and the new ones are in the proper place:
Periodically go through computer and clean out old files as new ones are added. Keep things organized and in their proper place.
41. Put up 8 x 10 photo in the plastic sleeve when on duty: Located in your box. It is placed in sleeve outside gym entrance. This is so parents who have questions or comments will know who to go to.
42. Internal marketing:
Think of ways to have students and parents more involved by setting up special events in the Preschool Department.
43. Schedule and run Daddy Bear & Mommy Bear Day(s):
Daddy Bear Day is a day when Dads (who usually don't get to see the kids because they're at work) get to come out into the gym and participate and see their child's progress. Try to schedule this on a Saturday afternoon in November at least 30 minutes after last class ends. In February do the same for Moms. (mainly because of all of the Daddy/Daughter dances at that time of year)
Charge approx. \$10.00 per student. Start advertising 2-3 weeks out. Create a class in Jack Rabbit for parents to register in advance.
44. Send Baby, Condolence," Get Well Bear", and Thank you cards to customers:
Cards are located in the office file drawer. For injuries to students and/or customers, send a "Get Well Bear" or another appropriate gift to the injured student. Bears are located above the Administrative Assistant's desk.
45. Maintain the highest profit by keeping enrollment high and payroll low:
- Give the customer what they expect and more
 - Ensure facility is clean
 - Make sure your staff is wearing the correct uniform
 - Ensure classes start and end on time
 - Always be mindful of low enrollment classes and open time slots in schedule
 - Ensure your staff is talking to parents and complimenting their students in front of parents
 - Encourage staff to pass out free trial class cards to the community
46. 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.