



Reports To: Sports Performance Director

Job Responsibilities: The responsibility of the Performance coach is to ensure service quality which will lead customers to renew their membership and recommend our service to another. Duties also include involvement in the community, customer service, daily operations and quality assurance.

Most Important Monthly Contribution: Deliver world-class service to clients and increase renewal rates.

Responsibilities:

1. **Teach VSP Protocol:**
 - Train youth, student athletes, adults, elite/professionals, and teams in VSP program methodology
 - Educate clients on athletic performance training
 - Continually update knowledge of VSP models
 - Properly assess each athlete against VSP model
 - Utilize effective cues and techniques to improve athlete performance
2. **Community Involvement:**
 - Attend local sporting events
 - Build relationships with schools and athletic associations
 - Offer expertise at local seminars and educational opportunities
3. **Build Customer Service:**
 - Meet with athletes and/or parents to give progress updates
 - Record client daily training results
 - Track client schedules and successes
 - Educate clients on additional aspects of athletic performance
4. **Maintain Facility:**
 - Clean assigned facility and equipment daily (including walls, turfs, track, strength area, all equipment, lobby, and bathrooms)
 - Notify Operations Coordinator of necessary inventory stocking
 - Assist with scheduling and center flow
5. **Assist With Sales Activities:**
 - Assist Athlete Recruitment staff to conduct post-trial session debriefs
 - Encourage renewals and referrals through world class service and being a brand ambassador

Essential Competencies:

Adaptability Assertiveness Brand Pride Coach Identification Customer Service Focus Drive	Education Skills Energy Inside Sales Skills Goal Setting Group Dynamics Acumen Positive Impact	Problem Solving Professionalism Quality Control Team Orientation Technique Expertise Time Management
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Education (Required) and Certifications (Preferred):

- Bachelor's Degree in an exercise related field
- CSCS, USAW and/or ACSM

Weekly Hours Needed:

M to F 8:00AM – 1:00PM or 2:30PM – 9:30PM
 Sa 8:00AM – 2:00PM (1-2/month)