



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 outside sales, team sales, team training, scheduling and delivery.

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

Objectives:

1. Coach 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
3. Build Customer Service
 - Meet with athletes and/or parents to give progress updates
 - Record client daily training results
 - Track client sport schedules and successes
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
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	Education Skills	Problem Solving
Assertiveness	Energy	Professionalism
Brand Pride	Inside Sales Skills	Quality Control
Coach Identification	Goal Setting	Team Orientation
Customer Service Focus	Group Dynamics Acumen	Technique Expertise
Drive	Positive Impact	Time Management

Work Hours:

M to F	12:00pm - 8:00pm
Sa	8:00am - 2:00pm (1/month)

