

Job Description



Title: Swimformation front desk / back office
Reports to: Swimformation Manager / DOD
Date completed: 8/13/14
Work Location: HMB, SB, SF, ATH
Exempt Status Y N
Position Status FT PT

Position purpose: The Swimformation staff is the expert on the LPB schedule and has the knowledge and ability to place students in classes. Is familiar with the schedule at all four locations. Oversees the Swimformation desk, which could mean working in the front helping customers or in the back office.

Responsibilities/Duties/Functions/Tasks:

- Tours the facility with potential customers
- Customer service (helping, greeting and answering questions from customers)
- Answers phone calls from customers and returns voicemails
- Interfaces with customers in person, via phone or live chat
- Makes outbound phone calls to customers regarding their child or children
- Has the knowledge & ability to enroll children into classes
- Knows all LPB policies and how to communicate them to customers
- Handles and saves financial payments from customers when booking students
- Handles upset customers and/or knows who to send them to
- Has the ability to research, enroll and switch students by looking at all 4 school's schedules
- Consolidates classes at all 4 locations
- Attends mandatory meetings and training sessions as scheduled
- Puts together bulletin boards (guppy gossip, staff pictures, etc.)
- Restocks, organizes and maintains Waverly's merchandise
- General office supply organization
- Other office duties as assigned

Qualifications:

- Ability to Multi task
- Ability to answer and talk on the phones
- Basic mathematical skills
- Strong customer service and communication skills
- Basic computer knowledge (word, live chat, excel)
- Knowledge of LPB's curriculum and policies
- Ability to handle secure information (customer's financial information)

Work Requirements:

- Ability to lift up to 50lbs
- Ability to sit and work at a computer station for up to 8 hours a day
- Ability to answer and talk on the phone

Employee Name: _____

Employee Signature: _____ Date: _____