

Dickson Taekwondo job opportunity (job description is below).

Location: 8150 Sawyer Brown Rd, Bellevue (West Nashville) and possibly Henslee Drive, Dickson

Part-time 3:15-6:30 and possibly full-time 10:00 – 7:00, except on Fridays

Pay is negotiable based on experience. Free training in Taekwondo for the employee or a family member.

Contact Tony Lewis at (615) 430-5026 if interested.

LEWIS MARTIAL ARTS
Job Description - Program Director

RESULTS EXPECTED IN THIS POSITION

To acquire and retain clients for our instructional programs, provide blue ribbon customer service, handle new sales and schedule renewals, manage retail sales operation, and train office staff.

WORK EXPECTED IN THIS POSITION

Priority 1 (Premium Time)

1. Welcome all students and pre-frame them for a great class. Make EVERY student feel important EVERY day.
2. Answer incoming calls.
 - A. Between the second and forth ring.
 - B. Learn how to handle inf.-calls objections and schedule appointments.
 - C. Convert 80% of inf. calls to appointments.
 - D. Take proper messages.
3. Take all walk-ins on tour

- A. Learn how to handle objections and schedule appointments.
- B. Convert 80% of calls to appointments.
- 4. Conduct introductory class.
 - A. 1st introductory class should take no more than 20 minutes.
 - B. Treat this individual as a future Black Belt.
 - C. Follow Introductory action plan
 - D. Set up 2nd appointment
- 5. Conduct extension conferences.
 - A. 80% Intro. to new student rate.
 - B. Follow up on all new students within 2 working days.
- 6. Handle retail sales.
 - A. Be proficient with Rainmaker POS
 - B. Always immediately close credit card purchases.
 - C. Always thank customer for their purchase.
- 7. Handle challenges and complaints with honesty and integrity.
 - A. If you don't know the answer to a question find someone who does.
 - B. Apply service recovery techniques to all complaints. Service recovery means that after a complaint we will always leave the client in a better place, than if the challenge had never occurred.
- 8. Renew students
 - A. Let instructor, Mr. Lewis and Master Lewis who is due to renew for next 3 months.
 - B. Renew students that Mr. Lewis instructs for you to reach out to.

Priority 2 (Prime Time)

- 1. Schedule all Yellow Belts immediately after testing for a BBC conference.
 - A. Within two weeks of test.
 - B. Schedule them to attend a BBC class
 - C. Follow up on all BBC interviews within 4 working days.
 - D. 80% BBC conversion rate of Yellow Belts to BBC
- 2. Prep for days appointments
 - A. Names for 1st introductory class
 - B. Send reminder texts

3. Call DNS, Birthday and 2,4,6 students from computer
 - A. Make calls between 6:00pm. and 8:00pm.
 - B. update computer, send get well and miss you cards as needed.
 - C. Receive commitment from student as to return date and note.
4. Mail the following letters as needed daily; Welcome letters, Newsletters, Great job notes, Miss you letters, Get well notes, Congratulations letter, 1st Black Belt Club letter, 2nd Black Belt Club letter, Black Belt Club Welcome letter, 1st Masters Club letter, 2nd Masters Club letter, Masters Club Welcome Letter, OOPS letter, Birthday cards
5. Update daily statistical sheet.
 - A. Statistical sheets shall be kept on appointment calendar.
 - B. If missing make copy from master file.

Priority 3 (Down Time)

1. Clean Proshop.
 - A. Beginning and end of each shift
 - B. As needed
2. Check cash register and petty cash.
 - A. Beginning and end of each shift.
 - B. Denominations as described in action plan
3. Make sure all students are current in payments
4. Make press releases
5. Check supplies.
 - A. Beginning of each shift
 - B. 5 complete information packets; material, business card, class schedule and current news letter.
 - C. Membership Packets; 5 Little Dragon, 5 children and 5 adults.

1.Contains; Contract, new student handbook, attendance card,
Basic Equipment Package, Private lesson coupons (\$\$ off)

D. Membership Packets; Black Belt Club

1.Contains; Contract, Black Belt Club Equipment Package,
Private lesson coupons (\$\$ off)

E. 10 new student applications.

6. Order office supplies.
 - A. As needed
 - B. Fill out supply request form.
7. Stock and enter any new inventory items.
 - A. Upon arrival.
8. Update computer.
 - A. Enter all first introductory students as prospects.
 - B. Enter new students.
9. File completed contracts.
 - A. At end of shift
10. Maintain a clean work station.
 - A. As needed
11. Confirm next day's appointments.
 - A. At end of shift
12. Computer update – Post on Facebook , Instagram, Profit generators, and email flows in Rainmaker
13. Close Proshop
 - A. Close out Cash registrar and petty cash.
 - B. Nightly deposit
 - C. Outgoing mail and deposit to Managers out box.
 - D. Clean Proshop.
14. Check out with Master Lewis or Mr. Lucius Lewis, and turn in completed closing report.

Daily

1. Clean office

2. Check Answering machine
3. Check & respond to Email. (notify Mr. Lewis & master Lewis what they need to know)
4. Clean display cases
5. Straighten up Pro Shop
6. Clean front doors

Weekly

1. Merchandise and supplies order
2. Clean stock closets
3. Inventory
4. Make Press Releases
5. Post on Facebook for the week

Monthly

1. Change Pro shop display

STANDARDS/BEHAVIOR INHERENT IN THE POSITION

Specific Standards and Behavior Program

Directors Schedule.

1. Program Directors are considered part-time employees. An employee who works less than a regular forty (40) hour work week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for some benefits that may include vacation pay or profit sharing, except as granted on occasion, or to the extent required by provision of state and federal laws.

Sample Schedule. Monday - Thursday 12:30 – 7:30 = 7
 Friday - 1:30 - 6:30 = 5

2. In addition to the above schedule Program Directors may be expected to attend special events specific to their school Graduations, PNO, sleepovers parties Etc. Exceptions to be approved by Master Lewis or Mr. Lucius Lewis
3. The Program Director sets the pace for the office staff and all new students, peak mental, physical and emotional and martial shape are required.
4. Appropriate attire: Slacks, dress shirt, Lewis Martial Arts logo shirt, Lewis Martial Arts sweatshirt or full uniform

5. Tardiness is unacceptable. Be on time 5 minutes early.
6. All team members - no parking in front of studio.
7. Treat all team members the same level of respect due our best student.

General Behaviors

1. Conduct yourself at all times by studio Code of Ethics
2. Possess a clear understanding of the results, work, and behavior expected in your position.
3. Consistently produce results by performing your work with neatness, thoroughness and accuracy.
4. Approach your work with a positive attitude.
5. Be cooperative with your co-workers and exhibit a willingness to assist without complaint.
6. Demonstrate the ability to master skills, new concepts, and explanations with speed and understanding.
7. Adhere to studio policies and know all the studio procedures that apply to your position.
8. Independently initiate and take action in order to produce effective results **without supervision.**
9. Discuss complaints or challenges in order to find a effective solution.
10. Use good judgment when making a decision and ask questions when in doubt.
11. Prioritize, plan and utilize your time in order to be effective
12. Embody the concept of CANI (Constant and Never Ending Improvement)