



Customer Service Operator – Voyager Tennis Academy - Ryde

The company

Voyager is a multi-award-winning Tennis Academy and believe in tennis as a powerful life-enhancing voyage that helps an individual become the best person they can be.

- Our programs start with the 3-5 year old age group with a well established pathway through to our students achieving U.S. College tennis scholarships and playing on the professional circuit thereafter
- We operate from 7 tennis facilities in Sydney and 2 venues in Singapore and coach around 2000 players each week of all ages and abilities including more than 200 national ranked players.

The position

We are looking for a Customer Service Operator to work as part of our Operations team to help with daily client services to ensure our facilities run at optimal operational levels and all our clients are serviced in a professional and timely manner:

The main responsibilities will include:

- Work under the Customer Service Manager to execute daily operational tasks and checklists.
- Completing the customer service checklist daily and follow the internal processes to the highest standards.
- Ensure the phone, emails and text services are answered professionally and in a timely manner.
- General administration tasks as directed by the Customer Service Manager & Voyager management.
- Point of Sale assistance in the office or on-site at our facilities where required.
- Day-day monitoring of all tennis facilities using our Intennis software management system when on shift to ensure that all sessions attendances, lessons and court hires are accurately recorded.
- Assist in the promotion and sale of all Voyager products through electronic sales techniques whilst on the phone or computer and use of specific marketing tools such as email-marketing, text-marketing and social media
- Ensuring the Intennis database is accurate and up to date to enable clients to be contacted and marketed with products efficiently.
- Document and track Enquiries, Complaints and Trials each day to improve Voyager processes and to increase class numbers
- Preparation of weekly & monthly KPI reports for all sites.
- Assist in coverage of different sites shifts when there are staff on annual leave or when Voyager start at new sites.
- Look for ways to improve and make processes more efficient whilst completing your role.

Hours / Remuneration

Hours will be predominately Monday to Friday with one full day required each weekend (either Saturday or Sunday) – Early AM & weekday evening availability is crucial for this role.

- Remuneration is based on qualifications & experience with the full-time yearly salary being \$50,000 + superannuation.

Values, Skills and attributes

We are looking for a well organised, trust worthy and reliable person with sound customer service and administration skills. A tennis or sporting background is essential for this role as well as having a true passion for sport.

Some of the other key attributes and qualifications that will be required are:

- Valid Working with Children and Police Check.
- Excellent verbal and written communication skills.
- Proficient computer and administration skills & has experience in Word, Excel, Powerpoint, Online booking management software & Customer Relationship Management software
- First rate customer care and service skills.
- Hard working, flexible and adaptable..
- Excellent time management skills
- Experience of dealing with online booking management software.
- Thorough and accurate in approach to work.
- Confident in dealing with difficult customer situations in person and on the phone.
- Ability to work well on own and as part of a team.
- Ability to work quickly and calmly under pressure.
- Ability to prioritise and manage own work.
- Ability to deal confidently with enquiries from members, visitors, parents , coaches and staff.
- Shows Initiative and common sense.
- Well organised.
- Excellent personal presentation standards.

Application Process

If you believe you are the right person for the role please send your resume and cover letter to careers@voyagertennis.com

All applicants must have full working rights in Australia.