



Job Title: Voyager - Senior Tennis Coach Melbourne

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.

Take your career to the next level and challenge yourself by joining one of the world's most elite coaching teams.

The Role: Senior Tennis Coach - Melbourne

PURPOSE OF THE ROLE:

To provide an outstanding level of coaching and customer service to all clients ensuring that players improve, enjoy their tennis and achieve their goals.

DELIVERY - ON COURT:

To Create a welcoming environment for all players and parents by introducing yourself, smiling and creating a culture of a fun, social learning environment where all standards and ages are welcome.

- Delivery of the development junior coaching program to a high standard ensuring you and any assistant coaches you are leading are following the weekly theme and lesson structure outlined in the coach education Voyager lesson plans.
- Delivery of the development adult coaching program to a high standard ensuring you and any assistant coaches you are leading are following the weekly theme and lesson structure outline in the coach education Voyager lesson plans.
- Delivery of the development performance coaching program to a high standard ensuring you and any assistant coaches you are leading are following the weekly theme and lesson structure outline in the coach education Voyager lesson plans.
- Effective delivery of private lessons that produce quality outcomes for the client
- You are working on your allocated court ensuring that you do not leave the court during coaching sessions so players remain supervised at all times.
- The court is set up ready to start lessons on time, with all equipment required including drink



bottle.

- Mobile phone is only to be used at the start and completion of session if required for the Intennis App. All coaches should be wearing a watch.
- At the completion of your shift make sure all equipment is collected and placed away in the specific location in the coaching shed.
- Any injuries where a player has to stop the session an incident report form is to be filled out immediately at the completion of your lessons and given to the Head Tennis Professional.
- Competitions: Ability to deliver a well organised round robin that provides the clients with a positive experience.
- Restringing: Restring racquets under 30 minutes to a high standard with good product knowledge across all strings and equipment.
- Racquets: Be able to recommend the correct racquet size, weight and grip to all players that you coach to ensure that they are maximizing their improvement.

CUSTOMER SERVICE:

- Ensure good communication is provided to clients and Voyager staff by getting back to phone, email and text messages as soon as possible within 24 hours.
- Provide a welcoming environment and feedback to players or parents if you have a trial in a session to ensure they have a great experience and are clear on your coach recommendation.
- Availability to coach around the clients needs with effective management of your private lesson schedule to maximise your coaching hours each week. Example includes the rescheduling of private lessons if there is a washout.
- Respond professionally to any customer complaints ensuring that the complaints are discussed with Head Tennis Professional and relevant action is taken as soon as possible.

SALES AND MARKETING:

- Improve the players that you are coaching or that have a trial booked in your sessions by upselling to additional services such as classes, private coaching, camps, competitions,



equipment sales and webinars.

- Execute the end of term retention process to provide recommendations and feedback to all allocated players with a goal of getting your players to play more tennis in the school holidays or next term to continue to improve their tennis game.

ORGANISATION:

- Preparation for delivery: Prior to starting each session check the Intennis app so you are clear of all the players in your session and any notes left by the Head Tennis Professional for your class.
- Equipment: All equipment is taken on court that is required for you to complete your shift.
- Presentation: Maintain a high standard of fitness and consistently wear the Voyager team uniform and use appropriate equipment including stenciled racquets.
- Intennis: Utilisation of the app to mark player and coach attendances, make notes on students if are ready for matchplay, player ratings, racquet recommendations and clearly note any players that are not listed in your attendance role with their first and last name. Any trials that attend your class, a note should also be left to detail if they are suitable for the class.
- IntelliHR: Your required working documents are maintained up to date and sound execution of your performance review is executed through this software.
- Xero: Gathering of the required financial documents for your own accounting purposes such as pay slips and all your leave requests accurately completed through this portal if you are eligible for leave.
- Timesheets: Respond quickly and accurately to the Head Tennis Professional when your timesheet is forwarded fortnightly for anything that is not accurate so that they can make any necessary adjustments before payroll.
- Work Health and Safety: Report any safety issues that arise to the Human Resources Manager and work in conjunction with your Head Tennis Professional to ensure a safe workplace.
- Holidays / Sickness: If you are sick you need to contact the Head Tennis Professional immediately to organise cover. We request for all holidays that a minimum of two weeks



notice be provided where possible for a coach to be organised to cover the holidays.

- Private Lessons: Organise private lesson schedule directly with your clients once they have been allocated to you ensuring that your availability for new lessons is updated on Intennis for the administration team.
- Ensure all clients who are requesting lessons or changes in times are followed up within 24 hours.
- Booking of tennis courts is clearly communicated with the Customer Service Team & Head Tennis Professional as well as any cancellation of lessons so courts can be released - minimum 24 hours.

PEOPLE MANAGEMENT:

- Utilise your personal network and relationships with clients to recommend new coaches to join Voyager to the Talent Acquisition Manager.
- Effective management of assistant coaches to facilitate the delivery of larger group coaching sessions to a high standard.
- Be a good team player, establish positive working relationships with your colleagues and help out when others need your support such as covering shifts if a coach is sick or away.
- Establish a good working relationship with your Head Tennis Professional and the operations administration team by being organized and professional in your approach and responding positively to constructive feedback that has been provided.
- Attend and be an active participant in team meetings when required by the Head Tennis Professional or the business.

COMPANY VALUES:

- Excellence: Upholding the highest standards in every task and activity you perform.
- Growth Mindset: Continuous improvement of skills and personal qualities are regularly strived for and achieved.
- Customer service: Meeting the needs of the customer is a top priority and regularly delivered above expectations.



- Fun: Bringing a sense of fun each day to work that has a positive influence on team members, clients and other stakeholders.
- Integrity: People can trust me to adhere to my word and deliver on my commitments. I do the right thing regardless of whether anybody is watching.

KEY PERFORMANCE OBJECTIVES:

Standardised Major Goals

- Client retention across all programs is over 90%.
- Average number of hours on court is increasing term on term or is maintaining at 38hrs per week.
- Percentage of players that you coach that participate in a Voyager competition the goal of our coaching programs.
- Development of the players to improve their player rating or be invited into our performance program.

A performance review will be scheduled annually to review your performance against set criteria.

APPLY NOW:

Apply Now Contact our Talent Acquisition Manager to apply or to arrange a private and confidential discussion:

Elaine Norman

Email: elaine@voyagertennis.com