



# VIRGINIA BEACH FIELD HOUSE

## Job Description

<b>Job Title</b>	Lil' Kickers Coach
<b>Department</b>	Youth Programming
<b>Location</b>	Virginia Beach, VA
<b>Reports to</b>	Youth Development Coordinator
<b>Approved By</b>	Eastern Sports Management
<b>Approval Date</b>	07/25/2017

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

### JOB DESCRIPTION

The Lil' Kickers Coach is responsible for planning, instructing, and supervising youth development classes. The Lil' Kickers Coach reports directly to the Youth Development Coordinator and Youth Program Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Requires strong communication skills, both verbal and written
- Must have high energy and enthusiasm throughout all classes and while interacting with VBFH guests
- Must promote values and culture of the program in every class
- Must have leadership capability
- Must have good guest service skills
- Must be detail-oriented and have outstanding organizational skills
- Must have strong time-management skills
- Ability to multi-task and prioritize
- Must demonstrate the desire to work with kids
- Must be able to work and communicate effectively with kids and their parents
- Must have a creative outlook on youth development programs
- Must supervise children and ensure the playing/performance area is safe for all participants
- Must remain current with Lil' Kickers training and curriculum
- Must be able to work irregular shifts to include, nights, weekends, and holidays as needed
- Ability to work for 13 consecutive weeks during the same time periods for class consistency
- Knowledge of & respect for Virginia Beach Field House Mission
- Knowledge of the rules and regulations of VBFH, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the Youth Development Coordinator, Youth Program Director and/or the General Manager

### Teaching Classes

- Coach will be trained to teach all age groups ranging from Bunnies to Skills Institute classes
- Coach will teach a minimum of 2 classes/week (based on class availability)

- Coach will instruct no more than 3 consecutive classes (special exceptions may occur)
- Coach will instruct no more than 4 classes in a day (special exceptions may occur)

#### Sign-ups/Registrations

- Coaches will be trained in the operation of Dash (Lil' Kickers training software) to access training resources and program curriculum
- Coaches must be proficient in answering questions relating to Lil' Kickers programs
- Coaches will be trained to process over-the-phone and in-person registrations, which may include handling of cash, checks and/or credit cards

#### Telemarketing

- Reminder calls will be done the last two weeks of the session, and the first 3 weeks of a new session
- Calls on the "win back" list of past customers will be assigned throughout class seasons
- Additional calling may be required throughout the session

#### Marketing Information

- Coaches are responsible for handing out recommendation and "bring a friend" cards to promote the new sessions during their current session.
- Coaches may be required to attend community events in an effort to promote the program

#### Facility Cleaning

- Coaches must know how and be able to setup & take down equipment correctly
- Coaches are responsible for keeping equipment organized and sanitized
- After a shift of classes, coaches will clean the area around the field and/or court, and place all equipment in the appropriate storage space

#### Customer Service

- In order to provide the best possible guest service, coaches will take time with new participants & parents and orient them to the program
- Coaches are expected to have detailed knowledge of the facility and programs offerings
- Coaches will be responsible with distributing hand-outs and information updates to their participants, parents and potential guests
- Coaches are expected to greet participants and parents at the beginning of each class
- Coaches are expected to acknowledge and speak with all participants and parents at the conclusion of each class

#### Training

- As the Coach gains experience, they may be asked to participate in training new employees
- Coaches will attend all training sessions assigned by the Youth Development Coordinator and/or Youth Program Director
- Coaches will be trained in the utilization of Dash and will be expected to complete the Coaches Training Program (CTP)
- Coaches will be trained in the utilization of the VBFH Guest Registration Software system
- Coaches will be trained to properly operate the VBFH Phone system

#### Supervision

- Coaches are directly supervised by the Youth Development Coordinator
- Coaches are indirectly supervised by the Youth Program Director, General Manager and Manager on Duty

### **SUPERVISORY RESPONSIBILITIES**

- This job has no supervisory responsibilities

### **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills; adapts to new technologies.
- Design - Generates creative solutions.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Monitors customer satisfaction.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; able to read and interpret written information.
- Performance Coaching - Sets goals and objectives; gives performance feedback; motivates for increased results; encourages training and development.
- Team Leadership - Fosters team cooperation; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Understands organization's strengths & weaknesses.
- Adaptability - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Builds rapport and establishes trust.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Achieves sales goals; initiates new contacts; maintains customer satisfaction; maintains records and promptly submits information.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness.

- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; sets goals and objectives.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual must have working knowledge of Microsoft Office (Word, Excel, Power Point, etc.). Upon hire and training, the individual must be able to successfully utilize the following:

- Training & Curriculum to include CTP in Dash
- Virginia Beach Field House Guest registration software
- VBFH Timeclock software
- VBFH Phone system

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear.
- The employee is frequently required to climb or balance.
- The employee must frequently lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is occasionally exposed to toxic or caustic chemicals; outdoor weather conditions and risk of electrical shock.
- The noise level in the work environment is usually loud.

