

If you enjoy kids and want to work in a fun environment, we have a great opportunity reporting to the DFW Market Manager at our new store located at 926 Watters's Creek Blvd. Allen.

Springfree Trampoline is The Smart Trampoline, we are the leaders in innovation, safety and quality. Founded in 2004, Springfree Trampoline USA Inc. ([www.springfreetrampoline.com](http://www.springfreetrampoline.com)) and its global distribution partners are represented in over 20 countries with over 450 employees. We believe in getting kids to go outside and be active through safe outdoor play. Our latest innovation, tgoma is the only digitally interactive game system designed for a trampoline that engages the entire family in backyard fun. Our commitment to manufacturing a safe, high quality trampoline has resulted in a product design that eliminates the significant areas related to trampoline injuries. We are a dynamic and entrepreneurial company that offers a fast paced, empowering and positive workplace for our employees.

## **PURPOSE OF POSITION**

The position is responsible for supporting the Market Manager in meeting annual store sales objectives by driving customer traffic to the store and converting on this traffic to generate trampoline sales. This role is directly responsible for coordinating and scheduling installations for Springfree store(s) and has direct report responsibilities for part-time store Sales Associates.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Maintain a high level of understanding and compliance with Springfree product knowledge standards and NetSuite IT process for self and part-time Sales Associates
- Compliance with Springfree Retail Operations procedures & policies to protect company assets for self and part-time Sales Associates
- Process customer sales orders and book trampoline installations in the NetSuite IT system
- Lead the hiring and training of part-time Sales Associates using company training guidelines
- Schedule hours for part-time Sales Associates and submit payroll hours to Finance Dept.
- Handle and manage incoming customer service telephone calls
- Follow up on customer leads/prospects through outbound telephone calls
- Working with the Market Manager, to prospect for local store community events and partnerships/sponsorships
- Lead and manage the execution of in-store events
- Participate and lend sales support for off-site community events and shows when required
- Ensure store projects a professional and customer-friendly environment

## **Installations**

- Hire and schedule part-time installation staff using NetSuite as the tool
- Coordinate installation schedule for Springfree stores in the market
- Register customer warranties when installations completed

## **BEHAVIOURAL COMPETENCIES**

- Entrepreneurial, resourceful and self- motivated
- Good interpersonal and communication skills.
- Strong customer service orientation
- A good team player working assisting colleagues as required and working as one collective team
- Flexible and adaptable to handle a variety of situations and duties
- Demonstrates good leadership with the ability to motivate others
- Demonstrates a strong passion for the product, business and team

## **EDUCATION AND EXPERIENCE**

- Minimum of 2 years customer service, sales or retail experience
- University or Community College preferred
- Proficient with Microsoft Outlook and Word