

# **MSA ADVOCATE OVERVIEW**

**JOB TITLE:** MSA Advocate

## **POSITION DESCRIPTION**

The MSA Advocate positively influences athlete, spectator, and guest experiences through exceptional customer service and by communicating program offerings, assisting athletes with check-in procedures and registering athletes for Mamba Sports Academy's services and programs.

## **RESPONSIBILITIES AND DUTIES**

### **I. Upholds Mamba Sports Academy Standards**

- Creates opportunities to improve customer service
- Personal behavior consistently aligns with the Mamba Sports Academy mission, vision and values
- Manages personal and assigned company communications to ensure MSA values resonate clearly and consistently
- Builds and maintains positive and respectful relations with MSA team members
- Demonstrates commitment to continued personal and professional improvement
- Promotes the value of all Mamba Sports Academy Centers of Excellence to athletes and supporters
- Passionate and driven to extol the virtues of sport, health and wellness
- Demonstrates a commitment to live and promote a healthy lifestyle
- Motivated to promote Mamba Sports Academy to all athletes and supporters

### **II. Personal Performance Factors**

- Prioritizes the customer first, above all other tasks
- Clearly understands Mamba Sports Academy's Centers of Excellence and can provide in-depth tours of the campus to prospective clients
- Continually learns and understands new programs and events scheduled to take place at MSA
- Greets all athletes, spectators and guests and provides the highest level of customer service
- Accurately checks athletes into his/her assigned programs or services
- Confidently answers phones and emails with a friendly, confident tone and addresses questions, concerns and (when appropriate) directs the inquiry to the proper Center of Excellence

- Follows up with athletes, spectators and guests as necessary
- Directs athletes, spectators and families to the appropriate area of the building
- Demonstrates an ability to effectively resolve client complaints, accommodate client requests, and assist in providing clear responses to inquiries
- Demonstrates a strong understanding of company business software and applications
- Upholds phone standards and utilizes professional etiquette
- Ensures every customer receives sincere, polite and courteous service (e.g. “thank you”, “please”, “may I help you?”)
- Builds positive customer relationships through personalized conversations and the appropriate use of the customer’s name
- Maintains a clean and orderly work area

### III. Required Skills and Experience

- 2+ years of experience in a customer service role
- Effective interpersonal, written and oral communication skills
- Effective time management, organization and planning skills
- Ability to multi-task
- Ability to work independently with limited supervision
- Basic level competency in Microsoft Office applications (Word, Excel, PowerPoint and Outlook)
- Current Food Handler certification (if working in the Courtside Café)

*The above statements are intended to describe the general nature and type of work performed by this assigned position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.*