



CUSTOMER SERVICE LEAD POSITION

Hard Knocks: The nation's first indoor combat simulation arenas open for entertainment, corporate team building and law enforcement training. Featuring 30,000 square feet of urban-themed combat arenas and Orlando Florida's largest, most advanced Gaming Lounge. Far beyond laser tag our brand of combat is perfect for recreation, corporate team building, bachelor parties, youth groups, entertainment, summer camps and law enforcement training.

www.IndoorWar.com

Position Summary

The Hard Knocks Customer Service Lead assists the management team in the development of all associates in customer service by consistently setting a high level example of outstanding, world-class customer service. This position must exude enthusiasm, professional presence and confidence needed to protect and drive brand integrity. This includes but is not limited to the ability to listen to, understand, and meet guest wants and needs, meeting and exceeding sales goals using upsell and add on techniques, setting specific and measurable goals for associates, partnering with management on the coaching of low performing associates, and advocating Hard Knocks social networking . The Customer Service Lead should be a champion of current process excellence as well as have the creativity to come up with efficient and engaging process for the franchise brand. These processes include but are not limited to loss prevention, supply ordering, and promotional scripting The Customer Service Lead should make confident decision keeping the customer's perception and business' interest in mind. This position requires strong people skills and the ability to handle customer service for individual entertainment as well as large corporate groups. The ability to multi task and perform under pressure is crucial. The Customer Service Lead supports the management team in creating a positive environment that develops and engages associates, generates sales and promotes operation excellence.

Responsibilities:

- Guarantees consistent high standards of customer experience within the entertainment facility in accordance with Hard Knocks, LLC.'s service standards
- Assists with the recruitment, training, development, and succession of high performing, results driven associates
- Understands and maintains level of product knowledge as well as directly being responsible for the facility's associates' level of product knowledge and the ability to clearly communicate it to the customers, while keeping within the customer service standards
- Responsible for ensuring that all customer service related training programs are fully functioning and result driven within the entertainment facility
- Creates and fosters a culture that ensures the customer is the focus of all activities
- Acts as a role model in regards to customer service and mentors other team members
- Sets example to team in regards to up-selling sales and adding on to transactions
- Leads team in promoting Hard Knocks' social networking tools
- Partners with management on setting goals for team and follows up with team accordingly
- Exhibits positive attitude at all times
- Manage and achieve or exceed all Inventory and Shrink goals; oversee and manage Physical Inventory
- Directly responsible for Loss Prevention compliance within the entertainment facility
- Directly responsible for execution and processing of merchandise both incoming and outgoing
- Develop and maintain a strong image of the brand
- Participate in new store openings (travel may be required)
- Attend all training and position related meetings as required by Hard Knocks, LLC. (travel may be required)
- Ensure proper execution and maintenance of all visual directives as well as guaranteeing the visual presentation of the entertainment facility always meets or exceeds Hard Knocks, LLC.'s standards
- Maintain physical condition of the entertainment facility according to facility guidelines and communicate maintenance needs in a timely manner
- Required to comply with all operational core competencies and key accountabilities
- Execute all requirements concerning OSHA to maintain a safe and compliant working atmosphere for all associates

Qualifications:

- Proven world-class customer service skills
- High School Diploma requires
- Demonstrated high level of integrity
- Ability to lift a minimum of 20 lbs.
- Established time management and prioritization and organizational skills
- Excellent leadership abilities
- Ability to partner effectively with management on leading the customer service team
- Demonstrated ability to achieve goals and perform tasks within a given timeframe
- Excellent promotional skills
- Ability to communicate effectively with customers, associates, and management
- Ability to work a flexible schedule to meet the needs of the business, including evening and weekend shifts
- Must project an athletic professional image including no tattoos or visible piercings (besides the ears)