

IKONIK GOLF

Job Description

Title: Customer Experience Specialist

Reports to: Business Development Director

FLSA Status: Non-Exempt

General Position Summary

Under the direction of the Business Development Director, this position's primary focus is to provide excellent customer support, service and education to both golf coach customers and consumer customers. This is accomplished by effectively communicating with all customers, providing solutions, and resolving issues while delivering an excellent customer experience.

Essential Functions & Responsibilities:

- Interact with both coaches and consumer customers on a full-time basis to solve problems, educate customers and grow business opportunities.
- Drive the on-boarding process with coaches to thoroughly teach how to use the app the correct way.
- Be proactive with golf professionals to see if their experience with the app is to our standards and identify ways to improve that experience,
- Promote, sell, and service new products to coaches.
- Comprehensive knowledge of our website and digital platform.
- Encourage and assist coaches to invite their student base to join and engage with the IKONIK platform.
- Demonstrate the importance and value of Process Training to show how each step in the process is presented to maximize student learning, retention, and enjoyment.

Secondary Functions:

- Keep accurate records of interactions with coaches.
- Build sustainable relationships based on honesty, integrity, and professionalism.
- Resolve customer problems and complaints that come from emails or voice mails in a successful and timely fashion.
- Encourage coaches to learn and understand best practices from others using the platform to create value to the student and maximize revenue.
- Be an excellent listener as it relates to solving problems, learning new ideas for product enhancement and elevating the customer experience.
- Assist coaches with marketing materials when needed.
- Support sales when needed.

Knowledge, Skills and Abilities:

- Develop in-depth knowledge of the company, products, policies, and procedures
- Ability to evaluate problems and opportunities and provide solutions
- Demonstrate excellent listening and organizational skills
- Ability to communicate clearly, effectively, and positively at all levels, and possess excellent written and oral communication skills
- Ability to establish relationships through the use of sound interpersonal skills and demonstrate a positive attitude
- Ability to influence or persuade others
- Sales experience preferred
- Ability to multi-task and prioritize workload while coordinating with others
- Passion for and knowledge of the game of golf
- Understand the role of the coach in the teaching process
- Proficient with computer skills such as email, video chat, and Microsoft Office Suite
- Perform other related duties as required or assigned by the Business Development Director.

Accountabilities:

The position involves a moderate degree of complexity including procedures, activities and personnel and encounters a wide diversity of work situations. The position is ultimately responsible for establishing and implementing policies and procedures that enhance performance, support established goals, and comply with external requirements. The position operates with some independence and is expected to exercise sound judgment, honesty and fairness in all dealings both internal and external and comply with all company policies and procedures. Errors in judgment could jeopardize the success of the company and may embarrass or damage the image of IKONIK Golf.

The position requires the continuous need to read, write and speak English, make recommendation and decisions, make judgments, or take independent action and to practice sound interpersonal skills. The position is frequently required to exercise creativity, provide customer service, solve problems, negotiate, promote, and sell.

The position requires frequent sitting and standing and talking on the phone or over the internet. On occasion, the position incumbent is required to push, pull, lift, and carry up to 15 pounds.

Education/experience:

The position requires 2-3 years' experience in a customer service or similar role. College degree preferred but not required.

Environment:

Work is performed in a home office environment and at and during company events or customer locations. The position requires occasional travel, possible overtime, evening calls and or meetings and maintaining an on-call status.

Management Approval

Human Resources Review