

Lesson Program Manager

Reports to COO, Family Director, and PPATC Director of Operations
Compensation: negotiated hourly wage or salary + performance bonus incentives
Hours per week: 30-40

The Lesson Program Manager is an integral member of the Pikes Peak Athletics staff and leads the performance of the learn-to-swim program, the lifeblood of the company. Core work in this role includes operational tasks related to scheduling, site management, and staff supervision. One of the highest-impact responsibilities of the Lesson Program Manager is to hire, onboard, train, and supervise our team of lesson instructors and Head Instructors at each of the sites. Lesson program quality control is directly related to customer satisfaction, so every detail of service is important, and affects the Pikes Peak Athletics experience.

Core Work

Operations

Leadership

- Uphold the Pikes Peak Athletics Leadership Values.
- Lead a team of Head Instructors and large staff of instructors.
- Innovate and explore avenues for program improvement.
- Ensure quality control.

Scheduling

- Responsible for creating the lesson schedule for all sites.
- Responsible for instructor scheduling at all sites.
- Assist customers with registration through phone and email.
- Schedule and coordinate extra programming offered through PPA.

Site Management

- Serve as the main point of contact for lessons at each location.
- Prepare sites for program operation: maintain readiness at sites.
- Updating families on pertinent communication.

Required Skills

- Management experience
- Exceptional customer service skills
- Swimming lesson background
- Experience teaching
- Detail oriented

Desired skills

- Experience using online software
- Experience with Microsoft Office
- Experience coaching swimming
- Experience with Jackrabbit software

Employee Management

Hiring, On-boarding, Training

- Works with Leadership Team to refine job descriptions and coordinate postings.
- Leads instructor hiring, orientation and on-boarding.
- Conducts consistent instructor training meetings.
- Continuously monitors quality of instruction.
- Executes performance reviews and corrective action.

Supervision and Quality Control

- Maintain the Pikes Peak Athletics Leadership Values by continual reinforcement with staff.
- Address client issues through impeccable customer service and relationship building.
- Ensure that Head Instructors and Instructors positively represent Pikes Peak Athletics.
- Assist in payroll management.

Support Work

Customer Support and Sales

- Assist Lesson Administrators in refining the lesson schedule.
- Assist in the administration of client leads, sales, and forecasting.
- Assist in front desk duties.

Marketing

- Assist and support Marketing Lead in development and implementation of campaigns promotional events.
- Identify marketing needs for all lesson programs and sites, assist in execution and promotional campaigns.
- Oversee implementation of lesson program content and inventory of mediums (website, social media, print flyers, etc.).