



Emeth Is Hiring for our Welcome Team

The mission of Emeth Gymnastics is *"Building True Character Through Gymnastics"*. Every member of our crew is a part of carrying this out.

We are currently looking for a new member for our Welcome Team with a focus in Behind the Scenes responsibilities.

Requirements

- Skill and experience communicating in person, by phone, and in writing
- Ability to understand, quickly learn, and creatively use computer and cloud software tools
- Demonstration of the Emeth Key Character Qualities in your life and work habits

Goals of Position

To continue improving the quality of our communication to Emeth families in all formats by getting to know them, anticipating their needs, and providing accurate information in a timely and clear fashion.

Key Responsibilities

Welcome Team:

- Learn what each family is looking for and match them with the best Emeth option.
- Lead staff and customers in maintaining a positive and uplifting atmosphere.
- Provide organized and excellent customer service.
- Be creative, consistent and disciplined in communicating.
- Look for opportunities to communicate with parents the specific character training that is being taught each season.
- Create & maintain a welcoming and clean Welcome Office area.

Behind the Scenes:

- Manage and maintain accuracy of all customer accounts
- Use tools and technology available to maintain accurate information and efficient communication to all Emeth families

Regular Tasks

Welcome Team Shifts

- Welcoming and serving customers needs when you are in the welcome office.
 - Greeting, welcoming and hosting.
 - Enrollment questions, information, billing & payment transactions.
 - Communications on schedules, levels, billing, etc.
 - Supporting other staff with information and communication.

Behind the Scenes

- Global account management for all customers
 - Enrollments, billing, payments, etc.
 - Mass emailing/communication on accounts
- iClass (our cloud management software) administration and information management

- Digital communications
 - Website content creation/updates
 - Email and SMS reminders, etc.

Tools You Will Use

- Mac Mini / OS X
- Heavy use of Google Tools:
 - Gmail/Google Apps
 - Google Sheets (including formulas and scripts)
 - Google Docs, Forms, Calendars, etc.
- iClassPro cloud management software
- Mailchimp Email marketing platform
- Wordpress website CMS
- Asana task manager

Working Hours

We are currently looking for someone to work 10-20 hours per week (in 2-4 shifts). Regular shifts may include evenings/Saturdays.

Emeth Key Character Qualities

At Emeth we are looking for people who will carry forward our mission of “*building true character through sports*”. There are *many* aspects to this, but in effort to clearly define what we value we have created the following list of key qualities along with definitions. Each quality comes from character that the Bible instructs us in.

1. Attitude

- Choosing to think, speak, and act positively and for the good of others.
 - “Be devoted to one another in brotherly love; give preference to one another in honor;” - Romans 12:10
 - “Do nothing from selfishness or empty conceit, but with humility of mind regard one another as more important than yourselves; do not merely look out for your own personal interests, but also for the interests of others.” - Philippians 2:3-4

2. Proactive

- Taking the initiative and responsibility for everything under your influence and striving to grow that influence. Believing and acting upon the principle that all your actions are under your control and refusing to be reactive.
 - “Don’t let anyone look down on you because you are young, but set an example for the believers in speech, in conduct, in love, in faith and in purity.” - 1 Timothy 4:12
 - “For we are God’s handiwork, created in Christ Jesus to do good works, which God prepared in advance for us to do.” - Ephesians 2:10

3. Teachable

- Ready and willing to receive and follow instruction, correction, and training

from leaders, co workers, and others with an appetite for growth.

- i. "The one who follows instruction is on the path to life, but the one who rejects correction goes astray." - Proverbs 10:17
- ii. "Arrogance leads to nothing but strife, but wisdom is gained by those who take advice." - Proverbs 13:10

4. Discipline

- a. Doing the right thing at the right time with diligence. Being punctual, prepared, and organized. Understanding priorities and living them out.
 - i. "Therefore, to one who knows the right thing to do and does not do it, to him it is sin." James 4:17
 - ii. "On the other hand, discipline yourself for the purpose of godliness;" - 1 Timothy 4:7

5. Skill/Knowledge/Experience

- a. Having expert knowledge and the skill to carry out the required tasks of your position with excellence above reproach.
 - i. "Do you see a man skilled in his work? He will stand before kings; He will not stand before obscure men." - Proverbs 22:29

6. Leadership

- a. Using all the previous qualities to intentionally influence those around you to continued growth.
 - i. "the greatest among you should be like the youngest, and the one who rules like the one who serves." - Luke 22:26

Interested?

Please contact Amos Arnold at amos@emethgym.com and explain why you think you are a good fit for this position!