

**Position: Ninja Office Coordinator**  
**Company: Safari MMA**

**Location:** Milton Keynes

**Salary:** £25,000 – £27,000 per year based on experience

**Contract:** Full time 37.5 hours

We are looking for someone with a passion for customer care, to help others on their journey to a healthier and more confident lifestyle, through the platform of sport. You do not need to have any sporting background yourself, however experience and a genuine care for others development and success is essential. The role also includes customer care, sales, administration, location management and event planning. An excellent opportunity for variety in your role.

This role is based predominately in Milton Keynes, however hybrid or remote work will also be considered for the right candidate.

### **The Role**

This essential role supports our prospective, new and current members with in-bound customer service requests. This exciting work involves helping customers with everything from general enquiries to finding the right membership package to suit their needs.

We aim to provide a professional yet personalised service to our members and clients which means working efficiently whilst understanding client's personal needs.

Our customer care adviser acts as a liaison between members, instructors and providers, so organisation and time management are paramount to successfully provide the level of service needed. Problem solving is essential to ensure our customer's queries are solved quickly, professionally and efficiently with genuine care.

### **Facts at a Glance**

- Hours: 37.5 hours per week
- Channels: Telephone, email, WhatsApp & Social Media
- Type of Enquiries: Requests for information, guiding customers, planning and set up of memberships, location bookings & handling complaints
- Sector: Sport

### **Why You Will Want to Work Here**

- The chance to truly make a difference to people's lives for the better, through physical and mental development.
- Join as part of a small team that is consistently growing, offering excellent opportunity for career growth and promotion.

- Be part of a movement to make sport accessible for all
- Free membership to our regular services & pension scheme.
- We'll ensure you receive great training both for your current role and your future long-term development
- The opportunity to work either in-office, hybrid or remotely can be considered

### **What We're Looking For**

We are looking for someone who is ready to be part of a team, whilst capable of working alone.

- Demonstrating strong empathy and high emotional intelligence
- Having exceptional problem-solving skills and a 'can do' attitude
- Being able to use negotiation skills to find the best possible outcome to customer issues
- Knowing that being a happy, positive, supportive team member continues to make our business a great place to work
- Excellent organizational and time management skills needed.

### **About Safari MMA**

Safari MMA is a fast growing group of martial arts clubs that specialises in engaging disengaged people in sport, with a strong focus on women. Founded to help support communities who ordinarily find it hard to take their first step in sport, to unite, strengthen and increase self-belief.

### **If you want to make a difference, then apply today!**

How to apply: Email CV, and a cover letter.

Management@safarikickboxing.co.uk

Second stage interview will include an in-house working interview.