



## 2025 Job Description

### Program Delivery Coordinator

#### OVERVIEW

Reports to:	Service Delivery Manager
Department:	Service Delivery
Location:	A Team Tuition HQ, Varsity Lakes QLD
KPIs	<p><b>Client Program Retention</b> – Ensuring families remain engaged and continue their tutoring programs.</p> <p><b>Client Lifetime Value</b> – Maximising the lifetime value of each client through transformational results and personalised customer experiences</p> <p><b>Academic Personal Trainer Average Tenure and Retention</b> – Supporting Academic Personal Trainers to ensure longevity and high-quality service delivery.</p>
Key Relationships	Recruitment and Training, Scheduling, New Client Sales, School Programs Management
Position Type	Full Time
Direct Reports	Academic Personal Trainers

## A TEAM TUITION

At A Team Tuition, you'll always feel the sense of being part of something extraordinary. Our core values of Integrity, Nurture, Service, Passion, Innovation, Resilience, and Empowerment are ingrained in every aspect of our operation, reflecting our commitment to fostering individual success. Our overarching vision is to provide our students the chance to succeed in school. This vision drives our enthusiasm and pride in delivering our tutoring programs rooted in our foundational principles of mindset, strategy, and support.

## THE POSITION

As a **Program Delivery Coordinator**, you will be the **key contact for families and Academic Personal Trainers**, ensuring a smooth tutoring experience, resolving concerns, and driving program retention. This is a **client-facing, service-oriented role** focused on relationship management, problem-solving, and program success.

You will oversee a portfolio of **100-150 families and 40-60 Academic Personal Trainers (tutors)**, ensuring the successful delivery of tutoring programs while maintaining high levels of client and Academic Personal Trainer satisfaction. Your role will involve **proactive client engagement, Academic Personal Trainer support, problem resolution, and program renewals**.

## KEY ACCOUNTABILITIES

### 1. Client Relationship Management (50% of Role)

#### Measurable KPIs:

- Client Lifetime Value

#### Key Activities:

- Act as the primary contact for families, ensuring a seamless experience throughout the program.
- Handle and resolve client concerns, including dissatisfaction, scheduling conflicts, and tutor performance concerns.
- Set clear expectations with families regarding program structure, goals, and tutor-student fit.
- Provide guidance on student progress and answer questions regarding program effectiveness.
- Communicate proactively with families to ensure engagement and satisfaction, minimising cancellations.

## **2. Academic Personal Trainer Coordination & Support (20% of Role)**

### **Measurable KPIs:**

- Academic Personal Trainer Average Tenure

### **Key Activities:**

- Support new Academic Personal Trainers during onboarding and program commencement, ensuring a smooth transition into their roles.
- Act as a point of contact for Academic Personal Trainers regarding logistical challenges, leave requests, rescheduling issues, and technical support.
- Foster a positive working relationship with Academic Personal Trainers to encourage long-term retention and commitment.
- Conduct structured monthly Academic Personal Trainer check-ins, providing guidance and addressing concerns as they arise.

## **3. Client Retention & Program Renewals (20% of Role)**

### **Measurable KPIs:**

- Client Program Retention

### **Key Activities:**

- Proactively engage families nearing program completion to discuss next steps and encourage renewals.
- Highlight the value of continued tutoring and ensure clients see progress and benefits.
- Identify at-risk clients and implement retention strategies to prevent program cancellations.
- Communicate with clients about program options, upsell where appropriate, and ensure ongoing engagement.
- Track and analyse client retention data to improve engagement strategies.

#### 4. Performance Monitoring & Reporting (10% of Role)

##### Measurable KPIs:

- Client Program Retention and Lifetime Value

##### Key Activities:

- Ensure accurate documentation of Academic Personal Trainer assignments, program changes, and client feedback.
- Provide data-driven insights to improve the overall quality and effectiveness of program delivery.
- Monitor Academic Personal Trainer performance indicators and provide support where needed to maintain high-quality service.

### CAREER EXPERIENCE, SKILLS & QUALIFICATIONS

- Experience in **customer service, client relationship management, or account management**, preferably in education, healthcare, or service-based industries.
- Strong **conflict resolution and problem-solving skills**, with the ability to manage difficult client conversations.
- Ability to **manage multiple stakeholders**, balancing the needs of families and Academic Personal Trainers.
- **Excellent communication skills**, both written and verbal.
- Strong organisational and time management skills, ensuring timely follow-ups and efficient issue resolution.
- Experience working in a **fast-paced environment with high levels of autonomy**.
- Passion for education and a desire to make a **positive impact on students and families**.

### CAPABILITY FOCUS

For this role, the following competencies are critical:

1. **Customer Service & Relationship Management**
2. **Conflict Resolution & Problem Solving**
3. **Retention & Engagement Strategies**
4. **Planning & Prioritisation**
5. **Communication & Stakeholder Management**

## WHY JOIN A TEAM TUITION?

At A Team Tuition, we believe in transforming students' lives through evolving their mindset, strategy, and support. As part of our team, you will work in an environment that values innovation, resilience, and client success. You will play a pivotal role in ensuring the highest quality service delivery, helping families achieve educational success, and supporting Academic Personal Trainers in delivering life-changing programs.

## NEXT STEPS

If you have a passion for **customer service, education, and program success**, and you thrive in a **people-first, problem-solving role**, we'd love to hear from you! Apply via the job advertisement or email [haydenmcevoy@ateamtuition.com](mailto:haydenmcevoy@ateamtuition.com) with your cover letter and resume.