

Job Functions and Expectations

Job Title: Fitness Manager	Department: Fitness
Reports To: Area General Manager	Status: Exempt

JOB SUMMARY

The Fitness Manager is responsible for the administration of the fitness department while having the vision to drive the program to its full potential. The Fitness Manager is responsible for developing systems and implementing processes that assure that all clients are being serviced and all fitness professionals are developing the skills to grow their businesses. Responsibilities include all hiring, developing and retention of fitness professionals (personal trainers, Pilates instructors, dietitians, massage therapists).

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee entire fitness professional business and development of fee based fitness programs for all properties and future properties.
- Evaluate and analyze fitness professional sales and business operations
- Process improvement opportunities and alternative actions to improve profitability
- Continued educational training for fitness professionals
- Ongoing assessment of value positioning and competitive market analysis
- Responsibilities include all hiring, developing and retention of fitness professionals.
- Make sure each fitness professional is qualified, knowledgeable, responsible, and functioning with the best "quality" control in mind.
- Communicate with fitness professionals and act as a liaison between fitness professionals and Area General Manager.
- Provide biweekly, quarterly, and annual reports on such issues as budget and customer service.
- Return and/or resolve customer concerns.
- Work closely with Area General Manager, Membership Manager and Marketing group to create marketing plans and generate new business/new sites as needed.
- The position requires some travel to different club locations.
- The Fitness Manager must work closely with the Area General Manager to achieve and maintain the standards of excellence set forth by the company.

Job Components

- Schedule, supervise, and evaluate training staff, ensuring program quality
- Payroll for fitness professionals
- Recruit, interview, hire and train fitness professional staff
- Implement company services at secured sites:
- Work in partnership with Club Managers to develop and grow the fitness program
- Perform personal training if necessary
- Manage fitness budgets for the sites
- Produce monthly operating reports, including income/expense, participant retention, and participant satisfaction
- Drive the fee-based fitness programs to increase bottom line revenue and growth
- Be a team player and perform additional duties as needed

KNOWLEDGE, SKILLS AND ABILITIES

- Fitness related degree
- Management experience is preferred
- Must be a motivated self-starter
- Commercial fitness experience
- Exceptional organizational and communication skills
- Excellent customer service skills
- Professional Certification (ACE, ACSM, NSCA or NASM)

It is understood that the employee will perform additional job related duties as requested by your immediate supervisor or other management staff.

Employee Signature

Date

Supervisor Signature

Date