FITNESS CLUB MANAGER
Riverside EpiFitness Club

POSITION SUMMARY:

The Riverside EpiFitness Club (REC) is a state-of-the-art fitness facility contained within the Riverside EpiCenter, a new 112,000 square-foot multi-purpose facility located in Austell, Georgia (southwest Cobb County). Designed by Pieper, O’Brien, Herr Architects under the direction of Word of Faith Family Worship Cathedral, this facility features every modern amenity including a conference center, youth/entertainment center, fitness center, auditorium, food court, music and sound studio, and a six-lane professional bowling alley. The EpiCenter will serve as a community center that will be open to the general public seven days a week. The REC is a 24,500+ square-foot two-story, members-only fitness club containing the following amenities:

• NCAA basketball court (includes 2 cross-courts)
• Indoor elevated running track (above the basketball floor)
• Rock climbing wall
• Strength training area
• Cardio area
• Aerobics room
• Group fitness room
• M/F Locker rooms
• M/F Saunas
• M/F Steam rooms
• M/F Massage rooms
• M/F Hydrotherapy pools
• Juice bar/concessions
• Kids’ Center

The purpose for establishing this center is to promote healthy living and total body wellness in a safe, energizing and effective training environment within a state-of-the-art health and fitness facility. The penultimate goal is to provide excellent, quality service at an affordable price surrounded with a positive message.

The Fitness Club Manager (FCM) is responsible for overseeing and providing direction in all aspects of management including program development, guest services, sales and marketing, accounting/budgeting, human resources, brand extension and facility maintenance. As the first
of several employees to be hired by the REC, the FCM will recruit additional qualified team members and work closely with the General Manager of the Riverside EpiCenter to ensure that the Riverside EpiFitness Club achieves established goals and objectives.

**DUTIES AND RESPONSIBILITIES:**

Leads recreation fitness club operations to achieve goals within available resources; supervises temporary/part time work force in indoor sports/fitness recreation and sports program management. Provides personnel management, policy and procedure implementation, hiring and termination decisions, team-building, and training; manages projects by planning, designing, writing specifications and scheduling; executes contract requirements, assists supervisors and management with budget information pertaining to equipment operations and maintenance and oversees all fitness center subcontracted operations for proper administration and delivery.

Maximizes profit by developing and implementing sales/marketing operating initiatives and budgets through creation of revenue generating programs leading to increased individual, family, and corporate memberships and facility usage. Works closely with sales and marketing team to generate sales initiatives through social media and grass roots marketing. Monitors daily sales activities and meets with management team regularly to provide updates on sales and promotions. Collaborates with Riverside EpiCenter’s marketing team to ensure that sales efforts complement the facility’s total marketing efforts.

Provides mid-level supervisory controls and implements planning, development, implementation, evaluation, and promotion of comprehensive fitness center programs and services; researches and develops new programs, classes, operating policies and procedures, and revenue/marketing sources for a variety of fitness, health, leisure, recreational, cultural and sports programs.

First line supervision in all indoor fitness, health and recreational operations, and sports fitness programs. Provides staff workshops to maintain operational standards; conducts regular staff meetings and training to disseminate information and to review and revise fitness club procedures, policies, rules and regulations. Conducts training of staff in all fitness club operations and safety plus ensures that all staff certifications are maintained. Ensures high level of program standards are upheld and followed. Schedules all classroom facilities, special interest class programs and requests for fitness, aerobics, ballet, martial arts and other classroom programming. Schedules all recreation center/fitness center activities and private rentals to ensure optimum facility usage and cost recovery policies where necessary. Works with Riverside EpiCenter personnel toward the development and scheduling of gymnasium facilities, to include special interest classes, recreation programs/classes, tournaments, special events, camp programs, after-school programming, family events, senior event programs, teen/children programs, dance programs, contract rentals and other indoor and outdoor recreation/facility/sport
Fitness Club Manager – (Continued)

Fitness programs as assigned. Coordinates programs and activities with schools, community groups, and other agencies to maximize services and create partnerships for facility use. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative systems, support systems, and internal reporting relationships. Schedules, supervises and evaluates the work of subordinate recreation personnel and programs, monitors rental charges and facility/equipment maintenance, and assists with organization and operation of special events at the Riverside EpiCenter.

Assists the Riverside EpiCenter General Manager in the development and administration of annual budget; implements necessary safeguards; assures compliance with Riverside EpiCenter requirements and fiscal processes; maintains financial records, including revenue and fees generated by programs, program operational costs, facility revenue and event schedules, budget projections and analyses. Reviews monthly profit and loss statement with the Riverside EpiCenter General Manager. Oversees all program revenue and expense goals. Negotiates and monitors vendor and concession contracts and operations. Develops funding proposals and negotiates agreements for facilities, equipment and services; submits purchase orders; checks needed forms/requisitions; writes, researches, and analyzes survey information for proper documentation to defend budget requests.

Writes, researches, and analyzes information and data to support position with executive management; prepares policies and procedures for management review; obtains approval; plans and directs from inception to event completion; monitors budget, contracts volunteers; assigns tasks; schedules, markets, and advertises events; promotes and obtains donations of equipment and obtains co-sponsorships of programming where necessary.

Meets and coordinates with special interest and service groups, businesses, and other community organizations. Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures as appropriate; conducts program operations surveying and educating of the community on leisure service needs and programming.

Achieves membership retention through creative programming and communication with members. Maintains relationships by actively socializing and interacting with members, prospective members, and customers. Solicits membership feedback and offers new ideas for retention, improved customer service and new sales. Responds to and resolves difficult and sensitive customer inquiries and complaints. Provides a Monthly Membership Report to reflect the membership statistics with monthly and yearly comparisons.

Monitors competitor programs, services and sales activities to ensure that REC maintains its value-added edge while extending its market share.
Supervises implementation and enforcement of risk management and safety policies, regulations and procedures; monitors accident, incident and emergency situation reports.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

- Knowledge of organizational and mid-level supervisory principles and practices as such apply to the analysis and evaluation of programs, policies, and operational needs.
- Knowledge of the principles, procedures, methods and practices for planning, implementing and maintaining a variety of fitness, sports and recreational programs through community participation.
- Knowledge of principles and practices of budget development and administration.
- Knowledge of principles and practices of marketing and advertising for a moderate-sized fitness/sports/recreation program venue.
- Knowledge of the principles and practices of supervision and management.
- Moderate level knowledge of planning, organizing, and implementing recreation programs.
- Knowledge of the methods and practices of facility management of large comprehensive indoor recreation centers, fitness, room rentals, and other fee based program emphasis areas.
- Knowledge of methods, practices and trends of community-based fitness and recreation programming administration.
- Knowledge of fitness equipment and fitness center practices, programs, development and maintenance.
- Skill in developing and maintaining effective interpersonal relations.
- Skill in providing a vision for subordinate staff to attain.
- Skill in interacting with the general public in a positive and educational manner.
- Skill in interacting with community members at various stages in their lives.
- Excellent communication—both written and oral, leadership, interpersonal and supervisory skills.
- Experience/success preferred in increasing programming participation in both for profit and not-for-profit environments.
- Scheduling flexibility to work evenings and weekends to support programming.
- Ability to anticipate and solve practical problems or resolve issues.
- Highly skilled in MS Office suite.

PHYSICAL REQUIREMENTS: This classification involves work developing and implementing health, fitness, sports and recreation programs. The planning and implementation can be done in a normal office setting. Must be able stand and sit for several hours. Must be able to lift a minimum of 50 lbs.
MINIMUM QUALIFICATIONS: Any combination of education and/or experience that has provided the knowledge, skills, certifications, abilities, and characteristics necessary to perform the job. Graduation from high school or equivalent. Desire for a Bachelor’s degree from an accredited college or university with a major in physical education, fitness/health, leisure studies, parks and recreation, or a related field and four (4) years of experience in commercial fitness operations including two (2) years in a lead or supervisory role. Fitness certification(s) in International Sports Sciences Association (ISSA) or other fitness associations is highly desirable.

HOURS: 9:00 AM – 6:00 PM, Monday – Friday, as standard working hours. Some evenings and weekends may be necessary. This position requires a minimum of 40 hours worked each week. The FCM must adjust his/her schedule accordingly based on club performance, supervisory staffing, seasonality, and/or physical club issues to ensure the club is meeting Riverside EpiCenter expectations.

COMPENSATION: Base pay commensurate with experience. Medical, dental, and vision insurance available. Retirement benefits and paid time off are also available.

HOW TO RESPOND

Send us a letter that 1) describes how you found out about the position, 2) explains your reasons for seeking this position, 3) outlines your process for how you would approach the first 10 days if given this assignment, and 4) salary expectations/requirements. In addition, please attach your resume that lists specific accomplishments relevant to this position by Wednesday, November 13, 2013 to jobs@woffamily.org. Additional information can be found online at www.RiversideEpiCenter.com.

We take our list of qualifications extremely serious. DO NOT apply unless you meet ALL of the qualifications.

NOTE: All applicants must successfully pass a drug screen, criminal background check, and credit check prior to selection.

NO PHONE CALLS PLEASE!
FITNESS CLUB MANAGER

POSITION SUMMARY:

The Riverside EpiFitness Club (REC) is a state-of-the-art fitness facility contained within the Riverside EpiCenter, a new 112,000 square-foot multi-purpose facility located in Austell, Georgia (southwest Cobb County). Designed by Pieper, O’Brien, Herr Architects under the direction of Word of Faith Family Worship Cathedral, this facility features every modern amenity including a conference center, youth/entertainment center, fitness center, auditorium, food court, music and sound studio, and a six-lane professional bowling alley. The EpiCenter will serve as a community center that will be open to the general public seven days a week. The REC is a 24,500+ square-foot two-story, members-only fitness club containing the following amenities:

- NCAA basketball court (includes 2 cross-courts)
- Indoor elevated running track (above the basketball floor)
- Rock climbing wall
- Strength training area
- Cardio area
- Aerobics room
- Group fitness room
- M/F Locker rooms
- M/F Saunas
- M/F Steam rooms
- M/F Massage rooms
- M/F Hydrotherapy pools
- Juice bar/concessions
- Kids’ Center

The purpose for establishing this center is to promote healthy living and total body wellness in a safe, energizing and effective training environment within a state-of-the-art health and fitness facility. The penultimate goal is to provide excellent, quality service at an affordable price surrounded with a positive message.

The Fitness Club Manager (FCM) is responsible for overseeing and providing direction in all aspects of management including program development, guest services, sales and marketing, accounting/budgeting, human resources, brand extension and facility maintenance. As the first of several employees to be hired by the REC, the FCM will recruit additional qualified team
Fitness Club Manager – (Continued)

members and work closely with the General Manager of the Riverside EpiCenter to ensure that the Riverside EpiFitness Club achieves established goals and objectives.

MINIMUM QUALIFICATIONS: Any combination of education and/or experience that has provided the knowledge, skills, certifications, abilities, and characteristics necessary to perform the job. Graduation from high school or equivalent. Desire for a Bachelor’s degree from an accredited college or university with a major in physical education, fitness/health, leisure studies, parks and recreation, or a related field and four (4) years of experience in commercial fitness operations including two (2) years in a lead or supervisory role. Fitness certification(s) in International Sports Sciences Association (ISSA) or other fitness associations is highly desirable.

HOURS: 9:00 AM – 6:00 PM, Monday – Friday, as standard working hours. Some evenings and weekends may be necessary. This position requires a minimum of 40 hours worked each week. The FCM must adjust his/her schedule accordingly based on club performance, supervisory staffing, seasonality, and/or physical club issues to ensure the club is meeting Riverside EpiCenter expectations.

COMPENSATION: Base pay commensurate with experience. Medical, dental, and vision insurance available. Retirement benefits and paid time off are also available.

HOW TO RESPOND: Send us a letter that 1) describes how you found out about the position, 2) explains your reasons for seeking this position, 3) outlines your process for how you would approach the first 10 days if given this assignment, and 4) salary expectations/requirements. In addition, please attach your resume that lists specific accomplishments relevant to this position by Wednesday, November 13, 2013 to jobs@woffamily.org. Additional information can be found online at www.RiversideEpiCenter.com.

We take our list of qualifications extremely serious. DO NOT apply unless you meet ALL of the qualifications.

NOTE: All applicants must successfully pass a drug screen, criminal background check, and credit check prior to selection.

NO PHONE CALLS PLEASE!