



The Jewish Community Center has an opening for a **Director of Fitness and Membership Services** to join our team. This full time position reports to our President and CEO and is expected to work across both our Creve Coeur and Chesterfield locations.

Full time employees of the J are eligible for our employee benefits including medical and dental insurance, paid time off, pension and 403b, life, ad&d and long-term disability insurances, voluntary insurance options, and membership and program discounts.

### **Summary:**

The Director of Fitness and Membership Services is responsible for the overall direction, coordination, operation and success of fitness and membership across two facilities. As Director, you will ensure the Center meets or exceeds financial goals while providing remarkable leadership in the areas of strategic implementation, customer service, member relations, and facility operations. Provide daily support to team members and offer ongoing leadership, motivation, coaching and development. Act as a JCC ambassador to give each member an exceptional experience.

### **Responsibilities**

- Hire, supervise, mentor, and evaluate staff. Ensure all staff are current on required certifications and safety training for position. Set clear expectations for each member of the team, hold accountable, and provide guidance and feedback on a regular basis. Establish schedules to ensure our ability to meet customer needs for service and safety.
- Develop and implement strategies for improving participation and financial outcomes for programming while still meeting the fitness and wellness needs for members from all age groups and fitness levels.
- Work closely with Marketing to develop and implement marketing initiatives and budgets. Monitor for effectiveness and impact toward goals. (revenue, participation, communication, etc.)
- Monitor fitness and wellness programs, services, and sales activities of the JCC as well as those of our competitors. Analyze and recommend changes and or new concepts to keep our product/equipment offerings current.
- Ensure excellent customer service and customer responsiveness to all customers, internal and external, from yourself and staff.
- Together with the team, identify needs and develop innovative programming which meets the desires of the JCC's diverse membership.
- Manage operations with a focus on excellence. Ensure standard procedures are followed, implemented, and continuously improved. (i.e. recordkeeping, physical inspections, maintenance, OSE, payroll, OSHA, etc.)
- Manage equipment ensuring proper service, maintenance, and communications. Make recommendations on replacement and ordering of new equipment, and plan for procurement and replacement.

- Along with department managers, develop the budgets for the department, and monitor for progress on a monthly basis as a part of annual goals for department.
- Understand and be committed to the mission and vision of the JCC. Be knowledgeable about programming at the J and advocate for both programs and staff. Participate in and promote programs and events.
- Drive the integration and cross promotion of programs across the entire organization to maximize participation and revenue.
- Coordinate with other departments within the JCC to identify opportunities and develop interdepartmental programming. Develop and ensure effective collaboration between the staff both within the team and with other JCC departments.
- Track and prepare reports (participation, revenue, sales, etc.) and monitor progress vs. goal.
- Ensure proper rendering and payroll procedures are implemented and followed. Train staff as needed; audit on regular basis.
- Fitness Center and Member Service staff members function as emergency responders for the JCC along with Aquatics staff. Ensure all staff are properly certified and understand JCC Emergency Procedures.
- Follow all policies and procedures of the JCC and ensure that the Fitness team does the same.
- Attend necessary meetings, events, and training sessions as required.
- Other duties as assigned by manager.

**Qualifications:**

- High School Diploma or GED required. BA/BS or higher in related field is preferred.
- 5+ years prior supervisory/management experience is required.
- Technical experience with member management software, CRM systems, and service technologies is desired and or demonstrated ability to learn new software applications is required.
- Must be familiar with retail point of sale processes and best practices.
- Basic knowledge of fitness equipment, service, and maintenance is desired.
- Highly developed customer service skills as demonstrated through prior work experiences are required.
- Must be proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access).
- Strong written and verbal communications skills are required.
- Current American Red Cross CPR/First Aid/AED for Professional Rescuer is required. Training provided if expired.
- Ability to work a flexible schedule to include evenings and weekends is required.
- Physically must be able to bend, stoop, carry, and lift up to 50 lbs. as well as assist with larger lifts.

For additional information about all that the J does, please see our website: [www.jccstl.org](http://www.jccstl.org)

To apply for this position, please submit your cover letter, resume and completed J application to [careers@jccstl.org](mailto:careers@jccstl.org) . Please be sure to place the title of the position you are applying for in the subject line of your email. Our employment application is available for printing from the careers section of our website. Please note this is not an online form.

The J is an Equal Opportunity Employer and participates in the Department of Homeland Security's E-Verify program.