



The Jewish Community Center has an opening for a **Fitness and Wellness Manager** to join our team. This full time, exempt position is primarily located at our Creve Coeur location though must be able to travel to our Chesterfield location as necessary for position. Applicants should have flexibility to work a schedule that includes evenings and weekends as necessary. Position is eligible for our full time benefits package which includes medical and dental insurance; life, long term disability and accidental death and dismemberment insurance; paid vacation, holidays and sick time, pension, 403b, additional voluntary insurance plans and membership and program benefits and discounts.

Our facilities offer private personal training studios with cutting edge equipment as well as a comprehensive fitness and sports operation including indoor and outdoor spaces for training, aquatics programming, recreational sports leagues, and an extensive group exercise program which include Pilates reformer studios.

Summary:

The Fitness and Wellness Manager is responsible for fitness center operations, programming, and member experience. This includes the hiring of personal training staff, providing management support, and supervision to overall Fitness Staff. At the same time, operationally deliver product within established budget and drive to exceed revenue and participation goals. Our goal is to exceed our members' expectations in the areas of member experience, customer service, and achieving their personal goals. Additionally, may work as a trainer for up to 15 additional hours per week outside of the position. Position reports to the Director of Fitness and Membership Services.

Responsibilities

- Hire, supervise, mentor, and evaluate staff for the fitness and wellness programs at the JCC, includes Personal Trainers, Group Exercise Manager(s), Assistant Fitness Managers, Fitness Floor Equipment Attendants, etc. 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.
- Fitness Center staff members function as emergency responders for the JCC along with Aquatics staff. Ensure all staff are properly certified and understand JCC Emergency Procedures.
- Ensure excellent customer service and customer responsiveness to all customers, internal and external, from yourself and the Fitness staff.
- Together with the team, identify needs and develop innovative programming which meets the fitness and wellness needs of the JCC's diverse membership.
- Manage fitness 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.
- Along with Director, 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 Fitness and Wellness staff both within the team and with other JCC departments.
- 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.
- Track and prepare program 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.
- 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 in related field is preferred.
- Must hold a current, nationally recognized personal or athletic trainer certification.
- Prior supervisory/management experience is required.
- Experience with fitness industry member management software is desired and a demonstrated ability to learn new software applications.
- Must be familiar with retail point of sale processes and best practices.
- Basic knowledge of fitness equipment, service, and maintenance is desired.
- Strongly 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 the J and our programming, please see our website www.jccstl.org

To apply for this position, please send your cover letter, resume and completed application to 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 employment section of our website. Please note this is not an online form.

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