



Membership Experience Manager- Gottlieb Center for Fitness

Gottlieb Center For Fitness

Contact Name: Judi Nealey

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Closing Date: 2023-03-10

Salary: Pay based on experience

Description:

The Membership Experience Manager supports the mission of the Gottlieb Center for Fitness to enhance the health and well-being of community members. Gottlieb Center for Fitness is a full-service 55,000 sq. ft. fitness facility with best-in-class amenities to provide exercise opportunities for community members to live healthier lives. Successful candidates will have previous leadership experience working in a fitness, recreation, or park district community center.

Other job functions:

The Membership Experience Manager will manage membership operations and ensure excellent customer service is provided to all members and guests. Incumbent will organize, execute, and manage and share administrative tasks among the front desk staff team with attention to detail, and ensure deliverables are achieved on time with accurate results in a fast-paced, high-volume environment.

Join our high-energy and personable fitness center team who work together to motivate our members to live healthier lifestyles.

Supervisory Responsibility: 3-4 employees supervised.

Magis & Service Excellence Accountabilities:

Responsible for consistently demonstrating our Magis values of Care, Concern, Respect and Cooperation through teamwork and effective communication in an effort to prevent and solve problems and to achieve quality outcomes, patient safety, customer satisfaction and a safe environment.

Responsible for developing and maintaining an environment of service excellence as outlined in the Service Excellence standards.

Requirements:

Bachelor's Degree OR equivalent training acquired via work experience or education required.

3-5 years of previous job-related experience.

Licensure/Certifications:

CPR/First Aid Training completed within 90 days of hire.