



Health and Fitness Center Manager

Wheeling Park District

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Closing Date:

Salary: \$72,000 - \$85,000 annually

Description:

Job Title: Health and Fitness Center Manager

Job Status: Full Time – Exempt

Department: Park and Recreation Services

Primary Work Location: Community Recreation Center – Fitness Center

Reports To: Superintendent of Recreation and Facilities

Supervisory Responsibility: Membership Sales Manager

Position Summary

The Health and Fitness Center Manager is responsible for directly overseeing all day-to-day operations and overall performance of the Health & Fitness Center. The Health and Fitness Center Manager manages all aspects of memberships, personal training, Pilates reformer training, and group fitness sales and programs. Develops and executes programs, events, and initiatives to enhance member engagement, improve retention, and driving new membership growth. Collaborates with staff to establish and optimize systems and procedures that maximize membership value, participation, and member engagement. Trains and develops staff in sales techniques, guest service standards, and safety protocols. This position requires an active and participative management approach and a comprehensive knowledge of all aspects of the Health & Fitness Center operations. The Health and Fitness Center Manager is responsible for supervising, staffing, and overall leadership of the Health & Fitness Center.

Essential Job Duties

Operations and Program Management

- Oversees the day-to-day operations and scheduling of the Health & Fitness Center, managing all

aspects of member services, personal training, Pilates training, and fitness programs to ensure smooth coordination of internal initiatives and external offerings.

- Organizes, implements and evaluates a comprehensive selection of fitness programs, events and activities designed to meet the needs of the community. The Health and Fitness Center Manager is responsible for supervising and implementing all youth and adult fitness programs including an annual 5k race.
- Develops and executes programs, events, and initiatives aimed at enhancing member engagement, improve retention, and support member growth. Partner with staff to establish and optimize systems, processes and workflows that maximize membership value and participation.

Sales and Membership Growth

- Consistently drives new membership sales through strategic prospecting, personalized member engagement and consistent follow-up.
- Leads the development and execution of targeted marketing campaigns to generate leads, grow membership and enhance overall member engagement and retention.

Financial Management and Reporting

- Manages the ongoing execution of the budget and the planning and delivery of sales and service programs, including preparing annual year end projections and budget and monitoring revenue and expenses within assigned areas.
- Manages the Health & Fitness Center and all guest service operations, ensuring alignment with the approved budget. Leads assigned areas to achieve performance targets and exceed budgetary goals.
- Prepares monthly board reports, bi-weekly payroll, program evaluations, annual reports, and any special reports requested by the Superintendent of Recreation and Facilities.

Staff Leadership and Development

- Recruits, trains, schedules, supervises and evaluates full and part-time staff specific to the Health & Fitness Center.
- Ensures a safe and compliant facility environment by coordinating staff in-service trainings and maintaining proper certifications for all staff.

Member Experience and Retention

- Engages with members to identify concerns, gather feedback, and address suggestions to enhance the member experience.
- Monitors industry and fitness trends, evaluates their relevance, and provides recommendations to align with member interests and organizational growth.
- Ensures the upkeep, cleanliness, and overall appearance of all equipment and facilities in the Health & Fitness Center, including scheduling preventative maintenance and property care.

Additional Job Responsibilities

- Works cooperatively with Risk Management and participates in and conducts required training and safety programs as established and recognized by the Wheeling Park District.
- Supports and exhibits the organizational values of respect, communication, integrity, innovation, recognition and appreciation, continuous learning, fun, empowerment and people.
- Maintain and control merchandise inventory.
- Utilizes district's computer software and systems applicable to area.
- Develops and maintains cooperative relationships with affiliated groups and community organizations.
- Ensures goals are being met within area of responsibility as well as being a productive team

member to achieve division and department goals.

- Attends professional conferences and workshops to promote knowledge in related areas of responsibility.
- Attends all meetings when appropriate.
- Maintains a clean and organized work environment.
- Coordinate assistance as needed from Parks and Facility Services.
- Performs special projects or other duties as assigned.

Position Requirements

Graduate of a college or university accredited by the U.S. Department of Education with a Bachelor's Degree in Recreation or Kinesiology, or closely related field; a minimum of three (3) years of full-time related experience in wellness/fitness center management and programs, with emphasis on providing excellent guest service and sales, or any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities will be accepted. Previous experience in staff supervision.

Skills and Abilities

- Demonstrate consistent attendance and on-time arrival.
- A valid Illinois driver's license is required.
- Must be able to read, write and speak in English.
- Wellness and Fitness related certification preferred.
- CPR, First Aid and AED instructor certification preferred or ability to obtain within 60 days

Knowledge

- Demonstrated knowledge and skill of Health and Fitness center operations, programs and memberships.
- Good knowledge of the principles, practices, and objectives of exercise physiology and personal training.
- Demonstrates strong self-motivation and a results driven mindset, taking initiative to consistently achieve and exceed established sales targets.
- Must possess the ability to hire, organize, direct, and supervise the work of full and part-time subordinate employees.
- Must have highly effective interpersonal skills, problem solving abilities and advanced communication skills.
- Must use sound judgment and be able to make decisions and to function effectively under stress and interruptions.

Physical Requirements

- Required to sit, stand, walk, bend, climb stairs, twist, talk and hear; use hands and fingers to handle, feel or operate objects, tool, or controls and reach with hands and arms.
- Occasionally required to walk on uneven grounds.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities are required and include close vision and ability to adjust focus.
- May need to lift and/or move up to 25 pounds.

Working Conditions

- Most activities will be performed indoors.
- Driving to other park facilities will require the worker to be outside.
- Employee may be exposed to cleaning agents and toner chemicals.
- Telecommuting eligible position.

Benefits: Full-time Benefits include Medical Insurance (Blue Cross Blue Shield HMO or PPO), Dental Insurance, Vision Insurance, Life Insurance, Pension/Benefit Plan (IMRF), Deferred Compensation Plans, Flexible Spending Accounts (Section 125), Eight (8) Paid Federal Holidays, Paid Vacation, Four (4) Floating Holidays, Twelve (12) Paid Sick Days, Tuition Reimbursement, Incentivized Wellness Plan, Health & Fitness Membership, Outdoor Pool Membership, Program and Facility Discounts.

APPLICATION PROCEDURE

All applicants must visit www.wheelingparkdistrict.com and submit a complete application.

<https://www.paycomonline.net/v4/ats/web.php/portal/07DEE904B0CEFE8BFD185D4FE939BC5F/jobs/358502>