



Fitness Manager

Winnetka Community House

Contact Name: Mike Buscher

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Contact Phone: 847-881-9307

Closing Date:

Salary: \$60,000-\$65,000

Description:

We are seeking an experienced, energetic, and customer-focused **Fitness Manager** to lead the daily operations of our Fitness Center. The Fitness Manager is responsible for creating a welcoming, safe, and high-quality environment for members while leading staff, managing facility operations, driving membership growth, and ensuring an exceptional member experience. The ideal candidate is a strong leader with a passion for fitness and wellness, excellent communication skills, and the ability to balance day-to-day operations with long-term organizational goals.

Key Responsibilities

- Manage the daily operations of the fitness center, including opening/closing procedures, facility cleanliness, equipment, and safety.
- Hire, train, schedule, coach, and manage hourly fitness center staff and independent contractors, including personal trainers, group fitness instructors, front desk employees, childcare employees, and other team members.
- Provide exceptional customer service and build strong relationships with members.
- Develop and execute strategies to increase membership sales, retention, engagement, and overall revenue.
- Monitor membership activity; identify and act upon opportunities to improve member satisfaction and retention.
- Create a positive, motivating, and inclusive culture for both members and employees.
- Promote health, wellness, and fitness initiatives throughout the facility and community.
- Manage fitness-related programs, classes, events, and other member services.
- Ensure all fitness equipment is properly maintained and coordinate repairs or replacements as needed.
- Manage supplies, inventory, and other facility resources.
- Develop and manage the annual budget for the Fitness Center and associated programs in collaboration with the Chief Operating Officer and Finance Manager.
- Maintain compliance with organizational policies, health and safety standards, and applicable regulations.
- Establish and track performance goals and key operational metrics.

- Prepare operational reports and work collaboratively with senior management to address operational performance, staffing, and facility needs.

Required Education & Experience:

- Bachelor's degree in a field related to health/fitness/wellness
- 2+ years of experience in fitness, health club, recreation, hospitality, or a related management role
- 2+ years of experience supervising staff, with demonstrated success in recruiting, hiring, training, evaluating, and motivating hourly employees
- Proficiency with basic computer applications (Microsoft Office Suite) and membership management systems
- Budget management experience preferred
- CPR/AED certification required within 90 days of hire

Additional Qualifications:

- Passionate about fitness, health, and wellness
- A confident and motivating leader
- Demonstrated success in managing fitness center operations
- Strong skills in management of hourly staff and independent contractors
- Highly organized and detail-oriented
- Sales-minded with a focus on membership growth and retention
- Professional, approachable, and solution-oriented
- Strong customer service, communication, and interpersonal skills
- A strong service ethic, with an attitude of continuous improvement and problem-solving
- Ability to work independently while also effectively collaborating with a team
- Thorough understanding of fitness, wellness, and member engagement
- Comfortable working in a fast-paced, customer-focused, collaborative environment
- The ability to work a flexible schedule, including some early mornings, evenings and weekends, as organizational needs require

Compensation

In addition to salary, benefits include:

- 401(k)
- Health, dental, short-term disability, long-term disability, and life insurance
- Paid sick, personal, vacation, and holiday time off
- Free membership to the Community House Fitness Center

To Apply

Submit resume and cover letter to Mike Buscher, Chief Operating Officer, mikeb@mywch.org. Applications will be reviewed as they are received.

The Community House does not discriminate in employment opportunities or practices on the basis of race, color, religion, national origin, ancestry, age, sex, gender identity, marital status, order of protection, disability, military status, sexual orientation or sexual identity, pregnancy, unfavorable discharge from military service, genetic information, reproductive health decisions, family responsibilities, or other segmenting factor protected by law.