



## **Assistant Manager**

### **Job Summary:**

The Assistant Manager is primarily responsible for managing the day to day club operations. Ensuring that all performance and objectives are met in order to provide a “Judgement Free” member experience. Assistant Managers will assist in the hiring, firing, and the training process for all employees and will be responsible for leading the team in a positive, motivation manner with a continuous focus on employee development. Assistant Managers will also be responsible for ensuring a financially successful club. This position will regularly direct all front desk personnel,

### **Reports to:**

Club Manager

### **Essential Duties and Responsibilities**

#### **Daily Staff Management Duties:**

- Assist Club Manager in creating staffing schedules with the assurance that all shifts are regularly covered.
- Lead by example and maintain consistent accountability for direct reports by training and coaching staff members to provide exceptional customer service.
- Lead a team through systems and operations to achieve common goals.
- Assist in preparation of all HR related forms in a timely manner.
- Work with Club Manager to resolve employee issues or concerns in a professional manner.
- Assist Club Manager in disciplinary/ termination activities.
- Provide backup support for any employee who is absent.
- Uphold the integrity and security of staff files and sensitive company documents.
- Be a brand ambassador by leading a Judgement Free lifestyle.
- Responsible in assisting Club Manager in the training and development of staff to include providing day to day coaching of all staff.
- Assist Club Manager in pre-screening, hiring, firing, onboarding, and recruiting.

### Customer Service / Front Desk Activities:

- Greet members and guests, provide exceptional customer service in a way that makes members feel comfortable and welcomed.
- Answer phones in a friendly manner and professionally assist callers.
- Give tours, sign up new members, log amenities, and communicate updates and events to members and guests.
- Respond to members questions and concerns in a timely and professional manner.
- Conduct beverage or merchandise purchases on the POS systems.
- Assist in emergency medical situations.
- Uphold rules and policies in the facility.
- Detailing tanning beds/ acrylics/vents on a weekly basis.
- Counting and tracking inventory on a weekly basis.
- Running all necessary reports on a daily basis.
- Lead by example and maintain consistent accountability.
- Communicate effectively and clearly between all staff members.

### Member Accounts:

- Utilize Datatrak to assist with updating barcodes, change of address and billing or payment questions.
- Properly submit refund proposals.
- Create new memberships.
- Uphold integrity and security with member documents and sensitive information at all times.
- Club Cleanliness and Maintenance:
  - Keep front desk area as well as the lobby clean and orderly.
  - Regular facility cleaning and upkeep.
  - Regular cleaning of equipment and tanning units.
  - Ensure restrooms are clean, stocked, and clutter free by creating and following a routine cleaning schedule.
  - Accurate completion of daily and weekly cleaning responsibilities.
  - Oversee the safety of employees, members, and club. Report repairs to the Director of Operations as well as assigned maintenance technician in a timely manner.

### Club Cleanliness and Maintenance:

- Go above and beyond to keep the front desk area and lobby clean and orderly.
- Regular facility cleaning and general upkeep of club.
- Ensuring all equipment is clean on a daily basis.

- Ensuring proper locker room checks and walk arounds are being performed by all every 15 minutes.
- Holding the team accountable for daily cleaning lists and assigned equipment.

**Miscellaneous:**

- Oversee the ordering of club supplies using a specific budget base on club requirements.
- Track key performance indicators such as guest counts, cancels, and info calls.
- Manage marketing efforts by ensuring that staff is aware and trained on all marketing promotions.
- Assist in the completion of recorded info call inspections.
- Actively participate in growth and development opportunities.
- Successfully partner with team members and senior leadership.

**Qualification/ Skills:**

- One year of customer service experience is preferred.
- High school diploma/ GED equivalent required.
- Must be 18 years or older.
- CPR certification required.
- Superior problem solving skills.
- Exceptional leadership and diplomacy skills.
- Be a representative of the core values of PFMW at all times by upholding the beliefs of respect, passion, family, teamwork, fun, trust, and loyalty.
- Must be willing to occasionally travel for training and to support other locations.
- This position may require overtime, weekends, evenings, and holidays. Must be flexible.

**Physical Demands:**

- Continual standing and walking during shifts.
- Continual talking in person or on the phone during shift.
- Must be able to list 75 pounds.
- Frequent climbing, balancing, kneeling, crouching, pulling, and grasping. Employee must never put themselves under any equipment.

Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_