



Club Manager

Job Summary:

The club manager will be responsible for the oversight of the gym operations to ensure an exceptional “Judgement Free” member experience, as well as a financially successful club. The Club Manager will get the opportunity to serve the community by enabling all people to enhance their lives. The club manager will be accountable for leading a team of employees in a positive and motivating manner with continuous assistance in employee training and development.

Reports to:

Regional Manager

Essential Duties and Responsibilities:

- Recruit, hire, train, and develop a high performing staff consisting of Assistant Managers, Front Desk Representatives, Fitness Instructors, and Cleaners.
- Create a culture of positivity and motivation within your club and your staff.
- Create and maintain a welcoming atmosphere for all members, prospective members, and guests and to ensure staff follows superior customer service guidelines. (+1)
- Completing all payroll functions in a timely manner.

Staff Management:

- Schedule staff and ensure all shifts are covered.
- Lead by example and maintain consistent accountability for direct reports by training and coaching. Ensuring adherence to PFMW’s values and goals.
- Administration and processing of all weekly/bi-weekly employee payroll.
- Resolve employee issues or concerns.
- Manage disciplinary/ termination activities.
- Complete monthly and annual evaluations on your team.
- Uphold the integrity and security of staff files and sensitive company documents.
- Involved in all front desk related activities including:
- Answer phones in a friendly manner and assist callers with a verity of questions.

- New member sign ups.
- Take prospective members on a tour.
- Demonstrating an unparalleled knowledge of computer systems to complete any membership related function.
- Explaining and promoting our unique fitness instruction classes (pe@pf) to our active members and our new members, helping them to keep their workouts new and exciting.
- Facilitate all member requests, issues, and questions.
- Ability to take control of, assess, and assist in emergency medical situations.
- Upholding the rules and policies in the facility.
- When applicable, ensuring a prompt opening and closing of the club.
- Oversee cleanliness and maintenance of the facility.
- Ensure safety of employees, members, and club property.
- Determine and communicate equipment repair in a timely manner to the Director of Operations and your assigned Maintenance Technician.
- Manage marketing efforts by ensuring that the staff is aware and trained on all marketing promotions.
- Ensure staff has completed all HR related forms and processes.
- Track reports and statistics (daily, weekly, monthly, and annually)
- Be a brand ambassador by leading a Judgement Free lifestyle.
- Completing a minimum of five interviews on a weekly basis.

Qualifications / Requirements:

- Superior customer service skills.
- Experience working as an Assistant Manager at Planet Fitness.
- Exceptional leadership, diplomacy, and listening skills.
- Hard working, enthusiastic, and energetic.
- Strong problem resolution skills.
- Current CPR certifications.
- High school diploma/ GED equivalent required.
- Must be 18 years or older.
- Must be punctual.
- Must be available via phone during non-working hours.
- 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.
- Become CTM certified within six months of becoming a manager.
- 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 live up to 75 pounds.
- Frequent climbing, balance, kneeling, and crouching during shift. Must never put themselves under equipment.

Name _____ Date _____

Signature _____