

# **Lillian Konopelski**

**12086 Antone Well, Detroit, MI ♦ Phone: +1 (555) 251 3076**

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## **EXPERIENCE**

### **GROUP FITNESS DIRECTOR**

#### **Houston, TX**

05/2014 – present

- Direct disease management programs such as Livestrong, Parkinson's and Diabetes Prevention programs
- Develop, maintain, and manage budget in accordance with department and association goals
- Perform training and development for fitness staff
- Model and enforce facility policies and put the Y mission in action and provide extraordinary member service
- Recruit, select, develop, supervise and evaluate fitness staff
- Manage facility and equipment resources for program and usage
- Perform other duties related to member service, communications, public relations, special events, and fundraising as assigned

### **FITNESS DIRECTOR**

#### **Los Angeles, CA**

01/2012 – 02/2014

- Recruit, hire, train, develop, schedule and manage a high performing staff focused on providing exceptional service and work well as a team
- Provide progressive customer service and sales training to all fitness staff
- Serve as a member of the branch management team performing specific duties which support the overall success of branch operations
- Provide leadership for assigned aspects of Strong Community Campaign, special events and other fund development to ensure fundraising goals are met
- Conduct multiple daily walk-throughs on the fitness floor to ensure all fitness equipment is clean, safe and in working order and engage members
- **FISCAL MANAGEMENT**
- **FACILITIES MANAGEMENT**

### **ASSISTANT FITNESS DIRECTOR**

#### **San Francisco, CA**

11/2007 – 08/2011

- Assist Assistant Member Services Director to report and manage patron comments and concerns, facility operations at Alumni Pool and Wang Fitness Center
- Provides high quality customer service, contributing to a positive, welcoming work and wellness environment
- Assists with promoting, creating, executing, supervising, and assessing all aspects of various fitness programs provided to a diverse campus population
- Proven commitment to student and staff development and customer service
- Schedules workshops and certification courses for instructors and trainers
- Assists in the hiring, training, supervision, and evaluation of group fitness instructors, student employees, and other fitness program personnel
- Perform and ensure daily cleaning of fitness floor equipment

## **EDUCATION**

### **KENNESAW STATE UNIVERSITY**

**Bachelor's Degree in Exercise Science**

## **SKILLS**

- Possess excellent human relations skills
- Strong skills in hiring, training and supervising staff
- Two or more years of supervisory and program development experience in above mentioned field
- Experience in leading fitness operations of 3,500+ household unit Y or similar fitness size fitness center
- Organization, planning and monitoring skills
- Experience in fiscal management, member service & engagement and facility management
- Learn all emergency procedures and action plans for the branch