**Job Description**

**Job Title**: Gym Manager

**Location**: [Insert Location]

**Department**: [Insert Department]

**Reports to**: [Insert Report]

1. **Contents**
   1. Job Overview
   2. Key responsibilities
      1. Sales
      2. Customer Service
      3. Coaching
      4. Managing Staff
      5. Coaching
      6. Managing Staff
      7. Facility and Culture management
      8. Equipment Maintenance
      9. Gym Cleanliness
      10. Regulatory compliance
   3. Qualifications
   4. Skills & Abilities
   5. Resources
2. **Job Overview:**

ZeroW’s dedicated and dynamic Gym Managers oversee the daily operations of our facility, ensuring it runs smoothly and efficiently while providing an exceptional experience for our members.

The Gym Manager is responsible for

* Sales
* Customer Service
* Coaching
* Managing staff,
* Maintaining Culture and Environment
* Maintaining equipment,
* Maintaining gym cleanliness
* Ensuring compliance with health and safety regulations,

1. **Key Responsibilities:**
   1. **Sales**:

* Identify and engage with clients and potential client to understand their needs.
* Identify and articulate how ZeroW can meet those needs.
* Sell memberships & services to prospective customers.
* Upsell ZeroW services to existing members.
  1. **Customer Service:**
* Develop and maintain friendly relationships with members, and other staff, encouraging retention and new sign-ups.
* Promote a positive customer experience by maintaining consistently high standards of service.
* Address and resolve member inquiries, complaints, and emergencies promptly.
  1. **Coaching**
* One-on-one coaching
* Technique Sessions
* Creating coaching programs
* Coaching clients at competitions
  1. **Managing Staff:**
* Maintain clear communication with staff at all times, so they understand what they are responsible for, what success looks like, and how they are doing.
* Praise in public, criticise in private.
* When an employee is not performing, do not delay addressing the issue with them.
* When a conversation is had with an employee, ensure that it is documented. In serious cases, a written warning should be given to the employee and a copy, signed by both parties, and retained on file.
* Ensure that leave and sick leave are properly recorded and communicated to Payroll
  1. **Facility and Culture Management:**
* **Culture**: The gym manager is the exemplar of ZeroW’s values. Refer to PRC-XXX. At all times the Gym Manager should lead by example, modelling the values and behaviours.
* The manager must ensure that the culture and atmosphere of the gym is maintained in accordance with the Vision, Mission and Values of ZeroW.
  1. **Equipment Management**
* **Cleanliness**: ensure that required cleaning tasks are completed daily, weekly and month. Ensure that completion of these tasks is recorded. Refer to PRC-XXX
* Conduct regular inspections of the facility and equipment to ensure cleanliness and functionality. Refer to PRC-XXX
* Fulfil duty of care to clients by ensuring that all equipment is in good working order.
* Follow protocols for equipment maintenance and repair to minimise downtime. Refer to PRC-XXX
* Ensure compliance with all health and safety regulations.
  1. **Administrative Duties:**
* Complete necessary administrative tasks including but not limited to membership processing, inventory management, and office expenses.
* Ensure all records are accurate, up-to-date, and compliant with company policies.
* Responding to emails
* Social media engagement with target market

1. **Qualifications:**

* Minimum ASCA Level 1
* Cert 3 & 4 in fitness
* ZeroW Coaching Course
* Strong leadership skills with the ability to motivate and manage a diverse team.
* Excellent customer service and interpersonal skills.
* Ability to multitask and adapt to changing situations.
* Current First Aid & CPR qualification
* Experience using gym management software and the willingness to learn.

1. **Skills and Abilities:**

* Strong organisational and time-management skills.
* Effective communication skills, both written and verbal.
* Ability to handle stressful situations with a calm and professional demeanour.
* Ability to adapt to dynamic situations.
* Ability to manage people and work as a team.
* Basic computer skills and a willingness to learn new skills as required.

1. **Resources**

* ZeroW Vision, Mission & Values PRC-XXX
* Cleaning forms and procedures PRC-XXX
* Equipment maintenance forms and procedures PRC-XXX
* Company Policies
* Client on-boarding process PRC-XXX

1. **Revision History**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** |
| 0.1 | 02th July 2024 | Draft | Michael Kingston |
| 0.2 | 24th July 2024 | Review with Thomas | Michael Kingston |
| ‍0.3 | 29th July 2024 | Additional management duties | Michael Kingston |