**Job Description**

**Job Title**: Gym Manager

**Location**: [Insert Location]

**Department**: [Insert Department]

**Reports to**: [Insert Report]

**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

* customer service
* managing staff,
* maintaining equipment,
* Maintaining gym cleanliness
* ensuring compliance with health and safety regulations,
* and driving membership growth through effective marketing.

**Key Responsibilities:**

1. **Customer Service:**

* Develop and maintain friendly relationships with members, encouraging retention and new sign-ups.
* Promote a positive customer experience by maintaining high standards of service.
* Address and resolve member inquiries, complaints, and emergencies promptly.

1. Sales
2. **Facility and Equipment Management:**

* Conduct regular inspections of the facility and equipment to ensure cleanliness and functionality.
* Cleanliness...
* Implement protocols for equipment maintenance and repair to minimise downtime.
* Ensure compliance with all health and safety regulations.

1. **Administrative Duties:**

* Complete necessary administrative tasks including membership processing, inventory management, and office expenses.
* Ensure all records are accurate, up-to-date, and compliant with company policies.

Coaching

* one on one coaching
* creating coaching programs
* coaching clients at competitions

**Qualifications:**

* Minimum ASCA Level 1
* Cert 3 & 4 in fitness
* 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.
* First Aid qualification
* Proficiency in using gym management software and other relevant technology.

**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.
* Basic computer skills