GENERAL MANAGER
JOB DESCRIPTION

POSITION DESCRIPTION

A Cardio Express General Manager is responsible for the overall operational and financial performance of the club, including meeting and exceeding membership sales goals, overall profitability, employee training and development, and exceptional member satisfaction.

RESONSIBILITES

- Accountable for daily, monthly, and yearly financial performance by meeting and exceeding membership sales and performance goals.
- Increase member retention.
- Prepare daily action plans and communicate tasks of that plan to all team members to successfully achieve daily goals.
- Attend weekly management meetings to review and discuss current club sales performance, human resources, operations, and customer satisfaction.
- Recruit, hire, train, and develop a team of high performing employees who deliver on company goals and reflect its values.
- Schedule all club employees to ensure club is properly staffed to meet performance goals and to best service members.
- Coach and develop each employee's sales, customer service, and operational skills through ongoing practice and training.
- Encourage and motivate employees by providing positive feedback and recognition and help underperforming employees through regular coaching and establishing plans to enhance performance.
- Maintain communication and oversight within all club areas and services, including SPINNING®, yoga, personal training, group class instructors, and club cleanliness staff in addition to core front desk, sales, and Assistant Management positions.
- Consistently maintain a clean, organized, and fun environment for members and potential members through hourly club walkthroughs by self and staff.
- Establish customer service excellence through building and maintaining relationships with members. Greet members by first name and build rapport through regular member interactions throughout the club.
- Maintain all club membership files and paperwork in a complete and organized fashion.
- Embody the Cardio Express vision and culture. Lead by example and maintain accountability with all employees to represent Cardio Express core values.
- Maintain operations according to Cardio Express policies and protocols at all times.

JOB REQUIREMENTS

- 4-Year University degree strongly preferred. High school diploma or equivalent required.
- Prior fitness, gym experience strongly preferred.
- CPR/AED and First Aid certification required – must obtain within 30 days of hire.
- Must have a passion for fitness with a commitment to personal fitness goals.
- Demonstrate a proven track record of success in fitness, sales, retail, customer service management, and hospitality management backgrounds.
- Strong passion for sales and experience in consultative sales preferred.
- Effective and dynamic leadership skills with solid abilities in teamwork, decision making, problem solving, communication, and sales strategy.
- Excellent customer service skills, staff development, problem solving, and organizational skills.
- Able and willing to work during club peak hours which may include mornings, evenings, and weekends.
- Position reports to Regional Sales Manager, Vice President, and President

AWESOME EMPLOYEE BENEFITS

- Top industry compensation – highly competitive salary and lucrative monthly club performance bonus structure. Starting salary: $41,600-$52,000 | Monthly Potential Bonus: $500-$2,000+
- 100% paid health insurance with no required employee contribution. Annual benefit of approximately $4,000-$5,000.
- Paid vacation time which increases over time served in position.
- Paid personal and sick time.
- Certification reimbursement – Personal training, Spinning, TRX, and more.
- Free Cardio Express membership for self and spouse.
- Promotional and career advancement opportunities for top performers.

WANT TO CHAT? YEAH, WE THOUGHT SO…APPLY TODAY!