



POSITION DESCRIPTION

A Cardio Express Assistant Manager is responsible for working with the General Manager for the overall operational and financial performance of the club, including meeting and exceeding membership sales goals, overall profitability, club operations and cleanliness, and exceptional member satisfaction.

RESPONSIBILITIES

- Accountable for daily, monthly, and yearly financial performance by meeting and exceeding membership sales and performance goals.
- Increase member retention.
- Second in line, behind the General Manager, to execute tours with potential members and assist in any sale.
- Complete daily marketing calls to prospects, past members, and current members.
- Complete monthly billing and collection calls to members to maximize dues collected and minimize member service fees.
- Execute daily referral presentations to new and current members to foster continual guest traffic.
- Assist in all in-club and external guerrilla marketing campaigns.
- Assist in coaching and developing each employee's sales, customer service, and operational skills through ongoing practice and training.
- Consistently maintain a clean, organized, and fun environment for members and potential members through hourly club walkthroughs by self and staff.
- Assist in conducting monthly Maintenance Checklist and report items in need of repair to the General Manager.
- 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.
- Assume leadership role when the General Manager is out of the club.
- Maintain open contact and availability to staff while on and off shift.
- Assist in all necessary club coverage to accommodate scheduling model.

JOB REQUIREMENTS

- 2-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 General Manager

AWESOME EMPLOYEE BENEFITS

- Top industry compensation – highly competitive salary and lucrative monthly club performance bonus structure. Starting salary: \$28,600-\$36,400 | Monthly Potential Bonus: \$250-\$1,000+
- 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!

Cardio Express is an Equal Opportunity Employer. We recruit, employ, train, compensate, and promote without regard to race, color, sex, national origin, medical condition, age, sexual orientation, or disability.