

## **Level II Fitness Member Sales Manager**

Are you looking to kick start your career in Sales and Marketing? Are you looking for a position with advancement opportunities in a fun and energetic environment? We've got the position for you!

TBK Bank Sports & Entertainment Complex is in search of a **Member Sales Manager** for Level II Fitness. This position is full-time with great compensation + commission and benefits! **The Member Sales Manager** will lead a team of Member Services Coordinators and Member Services Representatives. This position will be responsible for the recruitment and retention of fitness memberships as well as assisting in the overall supervision and training of front desk staff.

### **Responsibilities of the Member Sales Manager:**

- Work in conjunction with the Member Services Coordinator to ensure all procedural systems are being always followed at the Front Desk.
- Conduct satisfaction surveys three (3) times per year to assess members perception of the services provided
- Ensure all staff voicemail, phone recorded announcements, and phone extensions are kept current
- Management of database/records and related functions such as reports and tracking
- Hiring, training, evaluation, supervision, and scheduling of Membership Associates
- Provide effective and consistent communication pieces to membership and program participants
- Implement monthly member recruitment + retention programs
- Oversee guest book procedures and ensure all visitors entering the club are always accounted for
  - Review all systems on a quarterly basis to ensure they are efficient and cost-effective
  - Create dynamic teaching methods and systems to ensure each associate is given direction to improve
  - Create, oversee, and report findings on club wide surveys on a quarterly basis
  - Attend management meetings
  - Perform all other duties as assigned by the Director of Operations

### **Required Skills:**

- Team Player—able to work with all levels of management and staff to solve issues and implement improvement plans
- Leadership – work at the required management level and demonstrate leadership and engage in strategic planning and provide insight and input on operational issues for the TBK Bank Sports Complex team.
- Integrity – conduct business with integrity and in compliance with all applicable laws, rules and regulations
- Active listening – giving full attention to what is being asked of you, taking time to understand the importance of your job, and getting familiar with how your job contributes to the overall success of the company
  - Judgment and Decision Making – consider the effect of your actions and engage in conduct that demonstrates appropriate conduct and judgment
  - Critical Thinking – use your experience and knowledge to maintain a high level of productivity; use logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems; constantly look for ways to improve the operation.
  - Coordination – adjusts actions in a positive and safe manner in relation to other actions
  - Communication – ability to communicate instruction and ideas in a manner that will be accepted and understood
  - Creative thinking and ingenuity to think outside the box to generate solutions or improve designs and processes
  - Inductive Reasoning – the ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events or ideas)
  - Problem Sensitivity – the ability to tell when something is wrong or likely to go wrong; the ability to recognize problems and find reasonable solutions
  - Initiative – self-starter that seeks opportunities to bring new ideas while maintaining day to day duties

**Qualifications:**

- Bachelor's degree in related field preferred or equivalent combination of education and experience.
- o Previous supervisory experience in membership, marketing and customer service preferred.
- Excellent personal computer skills and experience with standard business software.

- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Must have strong interpersonal, public relations and communication skills, including the ability to make presentations and handle media inquiries. Must always thrive in a collaborative teamwork environment and maintain a positive attitude.
- Attention to detail, strong organizational and time management skills, and ability to follow through with all tasks
- Excellent customer service skills
- Flexibility to work unusual hours including nights, weekends, and holidays

### **Physical Requirements:**

- Prolonged periods sitting at a desk and working at a computer
- Prolonged periods of standing
- Must be able to lift up to 50 lbs. with or without assistance

### **Work Environment:**

While performing the duties of this job, the employee may occasionally be exposed to moving mechanical parts. The noise level in the work environment is usually quiet to moderate. This position usually works in an office/fitness center environment. The Member Services Director may assist the General Manager in non-office settings such as vendor fairs, health expos and more.

*TBK Bank Sports & Entertainment Complex is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.*

Job Type: Full-time

Pay: \$35,000.00 - \$45,000.00 per year