

# *Position Announcement*

---

**TITLE OF POSITION:** Fitness Center Manager

**LOCATION OF POSITION:** Indianapolis, IN

**DATE POSITION ANNOUNCED:** February 27, 2020

**POSITION SUMMARY:** The National Institute for Fitness and Sport (NIFS) is seeking a fitness professional with proven abilities in the daily supervision and administration of a fitness center facility. Staff development; member service; and oversight of performance standards for fitness testing, exercise instruction and member consultations are core to the position. The Fitness Center Manager is a high-profile position and is responsible for inspiring our fitness team to focus on building long-term member relationships to achieve member satisfaction and retention. This position reports to the Fitness Center Director and is an integral part of the management team. This is a full-time, salary position and works a varied schedule, including evenings and some weekends.

**REQUIREMENTS:**

- Bachelors or Master's Degree in exercise science, kinesiology, athletic training or related field from an accredited college or university.
- ACSM, NSCA or NASM certifications required.
- 2+ years' experience in facility management.
- Proven record of supervising, motivating and leading staff.
- Self-motivation to work independently as well as part of a team.
- A passion for fitness and a healthy lifestyle and the desire to share this passion with others.
- Strong communication, listening, relationship building, and customer service skills.
- Ability to resolve conflicts in a professional, tactful manner.
- Organizational skills and attention to detail.
- Ability to multi-task and put people first.
- Flexibility to work a variety of work schedules.

**RESPONSIBILITIES:**

- Assess staffing needs and supervise full and part-time fitness instructors; establish performance expectations with staff; monitor daily floor activities.
- Maintain the schedule for floor coverage; coordinate staffing changes
- Troubleshoot facility safety, maintenance and cleanliness; track the preventive maintenance schedule for all exercise equipment.
- Evaluate and train staff to conduct appropriate fitness testing; provide leadership in developing safe and effective exercise prescriptions.
- Instill in all staff, high standards for fitness testing protocols and exercise prescription.
- Monitor and evaluate programs developed by self and staff to identify trends and outcomes.
- Collaborate with Member Services Manager to ensure effective member onboarding and retention.
- Work closely with the Communications Director on developing videos, blogs and other social media content to sell and promote memberships, programs and services.
- Collaborate with other staff to promote maximum member engagement throughout the facility.
- Hire, train, and mentor full-time and part-time health/fitness instructors.

- Create an environment that trains and motivates employees to deliver assertive hospitality and exceptional customer service.
- Lead a team dedicated to creating exceptional member experiences.
- Handle member suggestions and concerns and resolve issues promptly.

**STATUS:** Full-time, Salary, Exempt.

**FOR MORE INFORMATION ON THIS POSITION:**

Send resume and cover letter to:

NIFS

Melanie Roberts, Fitness Center Director

[mroberts@nifs.org](mailto:mroberts@nifs.org)

Attn: Melanie Roberts

250 University Blvd.

Indianapolis, IN 46202