

Position Announcement

TITLE OF POSITION: Member Services Manager

LOCATION OF POSITION: Indianapolis, IN

DATE POSITION ANNOUNCED: March 1, 2019

SUMMARY OF POSITION: The National Institute for Fitness and Sport (NIFS) is seeking a highly motivated, sales oriented, creative, results-driven self-starter with proven ability to serve as our Member Services Manager. As head of our Member Services team, this person is responsible for leading a team of Member Services Representatives to generate new sales and inspire and guide our members by encouraging their participation in our broad range of fitness and wellness offerings. Our Member Services team is focused on building long-term member relationships to achieve our new member acquisition and retention goals. This position reports to the Fitness Center Director and is an integral part of the management team. Compensation consists of a base wage plus commission.

REQUIREMENTS:

- Bachelor's Degree in Business, Marketing, Sales, or a related field.
- One to three years of sales, customer service and management experience.
- Experience with Customer Relationship Management (CRM) software.
- Successful completion of online HubSpot Academy course(s) for Sales and Lead Management.
- Experience in meeting and exceeding sales goals.
- 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 prompt, professional, and tactful manner
- Strong organizational skills and attention to detail
- Ability to multi-task, learn quickly and put people first
- Flexible schedule including weekends and peak evening hours, especially Mondays, Tuesdays, and Wednesdays.

RESPONSIBILITIES:

- Demonstrate personal sales leadership by performing the duties of selling to prospective members and achieving and exceeding sales goals.
- Customize the buying experience to best align with the unique needs, interests, and goals of each prospective member by encouraging involvement with our staff, programs, and classes.
- Generate new sales leads through CRM software, new and existing corporate accounts, health fairs, member referrals, standard and grassroots marketing efforts, etc., to meet or exceed sales goals.
- Collaborate with the Fitness Center Manager to ensure effective member onboarding and retention.
- Work closely with the Communications Director on implementing a marketing plan to sell and promote memberships, programs, services, and products.
- Collaborate with other staff to promote maximum member engagement throughout the facility.
- Hire, train, and mentor Member Services Representatives.
- Coach Member Services Representatives through role-playing and shadowing tours, giving them tools to improve and develop stronger sales and customer service skills.

- Create an environment that trains and motivates employees to deliver assertive hospitality, exceptional customer service, and member experiences.
- Develop relationships with the members and within the community and watch for community events where NIFS should be involved.
- Respond to member requests, suggestions, and concerns in a positive and timely manner.
- Other projects and duties as needed or assigned by the Fitness Center Director.

STATUS: OPEN

FOR MORE INFORMATION ON THIS POSITION:

Send resume and cover letter to:

NIFS

Melanie Roberts, Fitness Center Director

mroberts@nifs.org

Attn: Melanie Roberts

250 University Blvd.

Indianapolis, IN 46202

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