

Fitness Desk & Childcare Supervisor

Direct Report: Club Operations Manager

Job Description Summary: The Fitness Desk and Childcare Supervisor plays an integral role in providing support and leadership to the fitness desk and childcare employees. As Supervisor, you will create, implement, and oversee policies and procedures to optimize the front desk and childcare operations, elevate staff culture, and enhance member experience.

Professionalism, integrity, tenacity, humor, and a genuine appreciation for health, fitness, and children are vital to this role, as well as working within a group and independently.

Essential Duties and Responsibilities (Include but is not limited to)

- Maintains a minimum of 20 scheduled hours as the Lead Fitness Desk Opener
- Fills shift vacancies at the front desk and in the childcare as needed
- Establishes and maintains standard operating procedures that aid in the successful functioning of all front desk and childcare operations
- Uses club scheduling tools to create and manage monthly staff schedules
- Provides new staff training, ongoing staff development, and conducts quarterly meetings
- Coordinates job fairs and uses other recruiting tools to maintain adequate staffing levels
- Supervises new hire onboarding and ensures new respective staff comply with Bridgewater HR Guidelines
- Practices and upholds all applicable local and state health and safety mandates for fitness and childcare facilities
- Monitors, adjusts, and inputs weekly payroll for respective employees
- Attends weekly team meetings
- Collaborates with Club Operations Manager and Fitness & Wellness Director on creating and executing yearly budget objectives (e.g., supply-cost management, monitoring payroll expenses, EOM inventory, etc.)
- Practices effective and timely communication with all desk and childcare staff, in addition to all members of the management team
- Maintains accurate upkeep of all Front Desk and Childcare binders, electronic folders, files, templates, and POS information
- FOH Customer Service Lead for addressing member feedback and suggestions
- Continues professional development and training using club applications Northstar and Paychex
- Partners with members of the management team to aid with the planning and organizing of yearly club-wide events (e.g., staffing, attending preliminary event meetings, event set-up, etc.)
- Other responsibilities as assigned

Additional Required Skills

- Effective verbal and written communicator
- Possesses strong decision-making and conflict resolution skills

Preferred Education and Experience

- Associates degree or higher
- 5-years managerial experience

Qualifications/Certifications

- Current CPR/First Aid Certification
- Proficient in Microsoft Windows applications, e-mail, Internet, data entry, Publisher as well as ability to develop and create flyers/marketing materials. Advanced skills with Microsoft Office, including Word, Excel, PowerPoint and Outlook.

Physical Demands/Work Environment

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Regularly uses hands, reaching with hands/arms, stoop, kneel, crouch or crawl, talk, hear, lift and/or move up to 50 pounds, work near moving mechanical parts.
- Frequent walking and standing.
- Frequently speaks with members, guests and employees.
- Ability to demonstrate equipment use.

Job Type: Full-time

Pay: \$17.50 - \$20.00 per hour

COVID-19 considerations:

We are following all applicable CDC and Indiana State Health Department guidance.