

**JOB DESCRIPTION
GENERAL MANAGER
WELLNESS 360**

Wellness 360, a leader in personal, corporate, hotel and residential wellness, spa and fitness programs is seeking knowledgeable, responsible and personable General Manager (GM). We are offering opportunities for excellent compensation (commensurate with education, certifications and experience) in a growing company where you and your work are valued and respected; as we succeed, our entire team is rewarded. Our primary focus is to work with motivated fitness professionals who are able to work flexible hours and provide the highest level of skills and customer service. Beyond that, we are looking for creative, innovative individuals who wish to use their talents to create unique programs and services to offer to a very discerning clientele.

Reports to: Managing Director / Account Manager

Purpose: The General Manager is responsible for the entire operational and programming duties of the center. The GM is the main liaison between Wellness 360 and the client. They are also the site supervisor for all staff and the contact between the staff and the corporate office. All programming and scheduling is created by the GM with the support of the W360 corporate office. Although each W360 employee is prepared to handle customer service issues, the manager is the final decision maker in customer relations issues. The General Manager maintains a clean and safe facility in accordance with OSHA and NYC Department of Health standards.

Position Duties:

- Assist Human Resources in the recruiting and hiring of staff for center
- Train and supervise staff in all areas of their job descriptions with an emphasis on the highest level of customer service and ethics between them and their clients and coworkers
- Supervise training staff to conduct fitness assessments, create exercise prescriptions and provide workouts according to the standards of the American College of Sports Medicine and/or the YMCA testing protocols
- Supervise Group Class Instructors to create classes that challenge different ability levels; create sense of fun, enthusiasm in a safe and supportive environment. Assist GCI in resourcing substitutes if GCI is unable to report to work
- Supervise spa team to use their talents to create unique programs, services and treatments to offer to a very discerning clientele. Assist spa professional in resourcing substitutes if spa professional is unable to report to work
- Supervise maintenance staff to clean and maintain facility and equipment to the highest standards and according to OSHA and NYC Dept. of Health regulations
- Assist in the creation of wellness programs developed within center, including a fitness/wellness newsletter, lunch & learn seminars for clients, lecture-demonstrations, children's programs, etc. as designated by Account Manager or client
- Create and supervise periodic fitness challenges and contests that assist the clients in their cardiovascular, strength or adherence goals
- Assist Account Manager in other fitness center-related tasks as needed

- Responsible for scheduling of staff to safely cover all shifts within center as designating in contract with client. Ensure that all staff report for duty as scheduled and finding substitutes if team member unable to report.
- Preparation of payroll report for all team members within the center and timely submission of payroll report as scheduled by Human Resources
- Create monthly report to client and corporate office, including open action items, member comments, membership reports, programming and operational items, staffing issues and financials
- Lead meetings between W360 and client in a professional manner

Maintenance:

- Assist maintenance team or building maintenance in keeping the facility clean and free of litter or unsafe conditions.
- Assist in the cleaning and basic maintenance of fitness equipment

Requirements:

- Minimum bachelors degree in Exercise Sciences or Fitness Management
- Current certification with national certification organization (ACSM, NSCA, NASM, ACE)
- Current CPR– which includes Adult AED
- Minimum of five (5) years as Exercise Specialist
- Minimum of three (3) years in management (GM or Assistant Manager)
- Excellent verbal and written communication skills. Comfortable in public speaking situations
- Computer literacy (including Microsoft Office, Internet, Adobe Illustrator)

Compensation: Base fee is determined by education, certifications and experience and will be outlined during the application process. General Manager can receive additional compensation for personal training sessions with Account Manager’s approval.

Quality defines our work. Only serious applicants need apply. Interested applicants may send or e-mail resume to Bob Welter, Director of Human Resources:

Bob Welter
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