



2225 Riverside Drive, Mount Vernon, WA 98273

www.riversidehealthclub.com

Riverside Health Club is now taking applications for the position of **General Manager**. Submit Resume and Application to theresa@riversidehealthclub.com . Applications can be found on the home page of our website www.riversidehealthclub.com .

General Manager

Position Opened: 2/20/2024

Location: Mount Vernon

Number of Openings: 1

Full Time position. Flexible hours with an occasional weekend or evening required.

Salary: \$72,000-\$85,000

Benefits: Vacation Package, Paid Holidays, Club membership for employee and spouse.

At Riverside Health Club, we are passionate about making a positive difference in the lives of our members through fitness and education. Furthermore, we are passionate about fostering a positive and life-giving work environment. We are seeking a dedicated person to join our team as the General Manager. The GM will play a pivotal role in maintaining a positive company culture, overseeing various departments, running the business & day-to-day operations of the club, and reporting directly to the owners.

Applicants must meet the following qualifications:

- Care for people. We are seeking someone who connects with others, has good listening skills, excellent communication skills, and positive leadership skills. Every person is important. Every person matters. It is imperative that the person in this role treats people with respect, dignity, and kindness.
- Good communication skills. Must demonstrate the ability to communicate clearly and effectively.
- Numbers Driven. Must have a detailed understanding of the club's finances, goals, and objectives.
- Critical Thinker. Must be able to use available information to make strategic decisions that will further the success of Riverside Health Club. Must be able to make judgement calls, problem solve, and create effective action plans.

- Team Builder. Riverside Health Club is passionate about being a positive part of people's lives, including the lives of our staff. Must be able to create vision, inspire and encourage teammates, correct with kindness, and encourage teammates to reach their potential.
- Leadership skills. Must be able to carry the mantle of responsibility that these tasks require, from being a positive example for staff, to enforcing rules, to making difficult judgement calls. Must recognize the importance of accountability, integrity, and professionalism. Must have an understanding of and ability to enforce Riverside Health Club's policies and procedures.
- Integrity. Must have a high level of integrity as a high level of trust and responsibility will be given.
- Professional. Must demonstrate a high level of professionalism and train staff to perform accordingly.
- Locally minded. Skagit Valley is a gem. We are passionate about being part of and contributing to our local community.

Responsibilities

1. Business Manager

- a. Work with the owners to develop and implement budgets.
- b. Monitor key performance indicators and adjust decision-making to problem solve as needed.
- c. Must be proactive, addressing obstacles with solutions and ideas.
- d. Be aware of and stay on top of industry trends. Make recommendations to the owners for revenue growth and positive member experiences.
- e. Set up the sales team for success and develop sales plans that drive sales, increase memberships, and promote engagement.
- f. Participate in local networking events.

2. Operations Manager

- a. Work with the technology company to ensure smooth flow of operations. Oversee club management software (e.g. Ignite, ClubOS, Egym).
- b. Ensure that the brand and member experience at Riverside Health Club is positive and consistent.
- c. Ensure that the policies and procedures of Riverside Health club are maintained, implemented, and enforced.

- d. Stay on top of current laws and regulations that impact the operations of Riverside Health Club.
- e. Collaborate and communicate regularly with owners. Must be a team player, able to communicate vision while also being willing to implement the vision of the ownership team. We are sincerely looking for a teammate. The GM's opinion will be weighed heavily in decision making, so this person must be trustworthy.
- f. Work closely with vendors and contractors to meet the needs of the business or the building.

3. Staff Manager

- a. Oversee training of new staff and directly manage all departments or department supervisors: water fitness, swim lessons, customer service, billing, purchasing, group fitness, personal training, facilities, maintenance, housekeeping, human resources, payroll, lobby staff, sales, and the second location in Sedro Woolley (under the direction of a location manager).
- b. Evaluate staff on their job performance in accordance with our policies and procedures.
- c. Directly manage fitness departments, the facilities director, the housekeeping director, human resource & billing departments, and all other heads of department.
- d. Develop, implement, track, and evaluate departmental goals.
- e. Recruit an excellent staff team.

4. Member Experience Manager

- a. Maintain a welcoming and warm environment at the club. The GM must be committed to the beautiful community that already exists while fostering new connections and growth within it.
- b. We believe in success through involvement. The GM must drive member engagement and retention by getting members plugged in to our top-notch programming and working with the fitness directors to develop new and innovative programs.
- c. Be responsive to members, listen to member requests and needs, and provide feedback promptly and professionally.
- d. Work with the Marketing Director on effective, branded communication about club information and programming.

5. Facility/Equipment Manager

- a. Ensure that equipment is functional, up to date, and accessible to members.
- b. Ensure that doors open at the time we promise to members, every single day.
- c. Identify and work with the facilities team or 3rd party professionals to repair non-functioning equipment immediately.
- d. Directly supervise the facilities team in maintaining a functional, sleek, and safe building.
- e. Oversee the housekeeping team in maintaining a safe and clean gym environment.