



ROAM FITNESS[®]

MANAGER

UPBEAT • FRIENDLY • INTELLIGENT • WITTY • HELPFUL

Location: Philadelphia International Airport, Terminal F
near The Hub and Gate F10

WHAT YOU WILL DO

This role will be responsible for maintaining a superior level of member and guest satisfaction and ensure the successful operations of the facility. The Manager participates in the development of programs to maximize member service and optimize efficiency through staff and expense management. The Manager promotes ROAM values through effective communication between all staff and makes recommendations to improve our service and revenue programs. The Manager performs other duties as directed by the company.

RESPONSIBILITIES + TASKS

1. Staffing

- Assist in the recruitment, hiring and training of facility staff
- Ensure that all new hire paperwork is completed for new staff and certifications and other applicable certifications are current for all employees
- Ensure that all staff are trained and adhere to company standards as set forth in the ROAM Employee Handbook and departmental SOP's including and not limited to, scheduling, chronic tardiness and absenteeism, dress code, facility cleanliness and organization
- Assist in the completion of payroll
- Ongoing training, development and coaching for all new employees to achieve a level of productivity commensurate with budgeted company goals
- Assist in the development of succession and action plans for employees
- Assist in staff meetings
- Staff-In at facility desk as part of overall staffing schedule
- Maintains a communication system to all staff regarding operations, programs, promotions at ROAM check-in desk

2. Sales and Financial Productivity

- Ensure that budgeted revenue productivity in terms of revenue and sales is achieved or exceeded every month
- Monitor expenses to not exceed budget as directed
- Monitor local trends onsite and in community for revenue opportunities
- Develop and manage revenue tracking and financial reports as assigned
- Assist with the daily back-office functions such as posting the daily and monthly billing transactions, month-end close-out process and running weekly and monthly reports
- Assist the Staff with daily sales cash reconciliation
- Manage the onsite inventory /supplies including ordering and storage

3. IT Coordination and Troubleshooting

- Manage all onsite IT and systems including, phone, network, Wi-Fi, and security
- Contact and manage appropriate support vendors as necessary

4. Emergency Plan Manager

- Monitor and manage the onsite emergency plan
- Train new hires and existing employees on plan
- Verify fire extinguishers, AED and First Aid Supplies are up to date
- Ensure ROAM Staff are CPR certified

5. Marketing and Communication

- Assist and participate in the strategies to increase ROAM awareness and involvement in the airport and local community
- Represent ROAM Fitness in airport and local community outreach program
- Ensure superior customer service from ROAM staff as a role model and ongoing training and development

6. Equipment, Facility

- Ensure that all equipment is functioning properly and report and track problems to COO and/or appropriate Vendor for immediate repair
- Ensure each piece of equipment is in good-working condition weekly
- Make recommendations on equipment upgrades
- Follow all facility SOP's related to operations and make recommendations as necessary to ensure a superior level of service and operations
- Assist in maintaining the facility in a clean and organized manner

QUALIFICATIONS

- Self-motivated and results oriented
- Self-starter who demonstrates initiative when unsupervised
- Excellent customer service and sales experience
- Bachelor's degree or comparable experience
- Strong oral and written communication skills
- Organizational skills with great attention to detail
- CPR/AED current certification required

REPORTS TO: Chief Operating Officer

DIRECT REPORTS: Guest Services