

Job Title : Facility Sales and Operations Manager

Position overview

The role oversees the day to day operations of membership services and revenue production within the facility. Implementing best practices in ATH systems and its expectations, while building strong synergy with the entire ATH staff. This leadership role requires an ability to execute a sound business plan and lead the team to hit KPIs on a monthly basis.

The Director hires and develops team members who have a passion for our business, while driving long-term, community focused relationships that impact revenue objectives within the facility.

The position builds relationships with fellow leaders to ensure execution of revenue goals and marketing related activities or events within the respective community.

Primary Responsibilities:

Sales

- This position is responsible for providing leadership, management, and oversight of the staff and coaches within the training center related to internal Sales.
- Responsible for achieving or exceeding monthly and annual revenue targets, department budgets, retention goals and KPI's.

Customer Services

- Engages with fellow leadership staff to drive optimal membership growth and retention
- Interact with members to obtain feedback on quality of programs, service levels and overall member satisfaction, as well as build and strengthen relationships with ATH Healthcare Partners and local coaches.
- Ensures all team members understand customer service expectations and parameters.

Administrative

- Manages the hiring, onboarding and review process of new team members
- Facilitates department meetings, team member engagement and team member support.
- Assist with ATH Healthcare & Hospital partners to manage membership programs, focus on attendance, and co-market initiatives collectively with our partners
- Partner with local communities, schools, teams, clubs, coaches, athletes, and parents to promote ATH, create brand awareness and drive sales, revenue, and retention.
- Understand, manage, train on our Hubspot (CRM) and Mindbody
- Weekly reporting on membership numbers and attrition

Facility Maintenance

- Assist in facility maintenance and upkeep following company guidelines and procedures.
- Maintaining the highest standards of facility appearance

Breakdown of Role

	Sales	Customer Service	Administration	Facility Management
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	65%	15%	10%	10%
Priority	Lead and drive existing and future sales revenue	Maintaining positive customer relationships and solve customer issues	Review and report on sales metrics, events and marketing efforts on a weekly basis	Facilitate cleaning, maintenance and facility appearance protocols as needed
	Prospecting leads for all training offerings within the facility	Execute customer retention and manage membership lifecycle	Oversee inventory for products and merchandise as needed.	
	Promoting and upselling all ancillary products available to members	Create a positive atmosphere and culture for members and staff		
	Build relationships with medical partners, teams and community			