



Fitness Center Manager Job Posting

The Community House is a unique 501(c)(3) non-profit on Chicago's North Shore that has played a special role for over a century – strengthening community, inspiring lifelong learning, and offering opportunities for connection and personal growth. Home to a variety of youth and adult programs, weddings, theater and dance performances, special events, and much more, the Community House offers a full-service fitness center, theater, gymnasium, and multi-purpose spaces surrounded by beautiful gardens and grounds.

The Community House has an annual operating budget of approximately \$3 million. Nearly 75% of its revenue is earned through fees for programs, fitness center memberships, and facility rentals (including long-term tenants), with the remainder coming from fundraising events and individual donations.

Reporting to the Chief Operating Officer, the Fitness Center Manager leads all aspects of Fitness Center operations, including fitness and wellness programming. It is an excellent opportunity for a candidate who values the creativity and flexibility that is possible within a small organization, and who would enjoy working with a small and highly collaborative group of colleagues.

Responsibilities include:

- Executes and continuously improves ongoing operations related to the Fitness Center, including general facility oversight, membership and personal training sales, child care operations, customer service, and procurement and management of related supplies and equipment.
- Develops and implements fitness / wellness programs that are responsive to community needs and interests and aligned with the organization's strategic initiatives.
- Works collaboratively with the Marketing Manager and other staff to drive growth in Fitness Center membership and program participation.
- Manages one full-time and several part-time customer service and child care staff members.
- Manages contract personal trainers and class instructors, ensuring delivery of the highest quality programs and services.
- Actively builds relationships with Fitness Center members and program participants.
- Develops and manages the annual budget for the Fitness Center and associated programs in collaboration with the Chief Operating Officer and Finance Manager.

We're looking for someone with:

- Demonstrated success in managing fitness center operations
- Excellent organizational and planning skills
- Knowledge of fitness best practices and trends
- A strong service ethic, with an attitude of continuous improvement and problem-solving
- A willingness to go above and beyond when circumstances require, with a passion for supporting a greater mission of building community
- The ability to work a flexible schedule, including early mornings, evenings, and weekends, as operational needs require

And:

- A Bachelor's degree in a field related to health / fitness / wellness
- Two or more years of experience in managing fitness center operations including membership

- Two or more years of experience supervising staff, with demonstrated success in recruiting, hiring, training, evaluating, and inspiring hourly employees
- Budget management experience preferred
- Familiarity with Microsoft Office and fitness center management systems
- CPR/AED certification or the ability to obtain certification within 90 days of hire

This position is full-time exempt. Hours are mostly M-F, but some weekend hours will be required to monitor weekend operations. Compensation includes a salary range of \$55,000-\$60,000 plus medical, dental, short-term and long-term disability, and life insurance; paid sick, vacation, personal, and holiday time off; 401(k) plan; and a free fitness center membership.

To apply, submit resume and cover letter to Mike Buscher, Chief Operating Officer, mikeb@mywch.org. Applications will be reviewed as they are received.

The Community House does not discriminate in employment opportunities or practices on the basis of race, color, religion, national origin, ancestry, age, sex, gender identity, marital status, order of protection, disability, military status, sexual orientation or sexual identity, pregnancy, unfavorable discharge from military service, genetic information or other segmenting factor protected by law.