



JOB DESCRIPTION

POSITION TITLE:

Membership & Rentals Manager (Full-Time)

The Lauri Ann West Community Center is an independent, non-profit organization in the heart of O'Hara Township serving the communities of the Fox Chapel Area School District. Our mission is to build connections, expand horizons and impact lives by providing a safe place for all to learn, play and grow. We deliver a comprehensive range of wellness, education and community programming activities including: a fitness Center, group exercise, personal training, pickleball, youth and older adult programs, an Arts & Enrichment after school program, summer camps, a speaker series and more.

SUMMARY DESCRIPTION:

Reporting to the Executive Director, the Membership & Rentals Manager is responsible for the overall visitor experience and oversees all daily membership operations. This includes customer satisfaction, facility rental inquiries and execution, monitoring of membership workflows, ensuring timely responses to member inquiries, implementation of approved policies and procedures, execution of recruitment and retention campaigns and recruitment, training, and mentorship of the part-time welcome desk/fitness floor attendants..

ESSENTIAL FUNCTIONS:

MEMBERSHIP

- Schedule welcome desk and fitness floor operations, managing hours of part-time employees versus monthly budget requirements – minimum 25 hour average per week of direct welcome desk associate hours for the manager
- Hire and train new employees on welcome desk and fitness floor tasks
- Oversight and development of processes and procedures completed within the department (i.e. Tour Process, Open/Close Procedures, Collections, etc.)
- Obtain and expand knowledge of the Center's operating systems (Daxko & Mindbody)
- Regularly coordinate with Programs Manager with respect to program offerings at the Center and train staff on those offerings
- Cover any gaps or call offs of part-time staff
- Enforcement of rules and regulations of the Lauri Ann West Community Center to ensure a safe environment for all
- Be an efficient leader, build relationships and have regular communication with each part-time employee. Hold, at minimum, quarterly staff meetings
- Assist the marketing team with ideas for membership related social media posts and weekly newsletter ideas
- Support with data collections for organization dashboards along with yearly forecasting and monthly tracking of memberships, usage, and room rentals.
- Submit and implement ideas for process improvement
- Resolve any customer service-related issues with members or any staff related conflicts
- Conduct yearly reviews for all direct report staff members
- Participate in the facility safety committee
- All other duties as assigned

RENTALS

- Communicate all aspects of rentals with the internal team and obtain proper approvals before sending contracts
- Contract management and point of contact for rentals
- Coordinate rentals based on renters needs (room setup, food packages, etc)
- Formulate ideas for recurring revenue (long term rentals, business memberships, etc)
- Be on-site as the point person for at least one rental a month
- All other duties as assigned

QUALIFICATIONS:

- Associates Degree but can be supplemented with 3+ years of customer service experience
- Strong interpersonal, communication, collaboration and writing skills required.
- Understanding of safe work and fitness processes
- Familiarity and deep understanding of the operation of various fitness equipment
- Customer focused and ability to relate and engage all levels of donors and members with professionalism and build relationships.
- Highly proficient with Google G-Suite or Microsoft Office suite of products (Excel, Word, PowerPoint, Access)
- Ability to integrate with and support a diverse and community-oriented organization, demonstrating a strong sense of ethics and values at all times
- Ability to plan and manage projects effectively and on time
- Prior knowledge of Daxko & Mindbody software preferred but not required
- Ability to effectively communicate and manage part-time staff
- Clearances will be required

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

- This position requires frequent walking, sitting, bending, stooping, periodically standing for long periods, using hand or fingers to manipulate, touch, or handle, and climb stairs.
- The work environment noise level is typical of a moderately noisy standard business with equipment running and members entering and exiting.
- Vision abilities required by this job include near and far vision, depth perception, and to differentiate colors.
- Frequently will need to lift or push up to 15 pounds, periodically up to 30 pounds.

JOB TYPE:

Full time exempt - Lauri Ann West Community Center offers an excellent comprehensive benefits package for full time employees. This includes medical benefits, IRA plan with employer match, excellent paid time-off benefits.

COMPENSATION:

Salary: \$35,000 - \$52,500

The responsibilities outlined above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, **supports the mission**, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Lauri Ann West Community Center is an Equal Opportunity Employer