



Title: Gym Operations Manager

Company: UPSWING Foundation

Location: UPSWING Centennial; Centennial, CO (in-person)

Start Date: June 10, 2024

Position: Full-time, evenings and weekends required

Compensation: \$50k per year

Background

UPSWING Foundation

Founded in 2020 by Harmony and Jason Myers as a Colorado-based nonprofit with a vision to connect people and catapult dreams. We believe access to sports, education, and other opportunities is too often limited by barriers such as socioeconomic factors. We also believe all kids should have an equal opportunity to experience sports, to learn and grow, to connect with others, and to discover and pursue their dreams. Our mission is to develop strong, confident, successful student athletes who are able to give back to their communities in meaningful ways.

UPSWING Centennial

UPSWING Centennial is a state-of-the-art athletic facility offering performance training, dance, and recovery programs for athletes of all backgrounds. Designed to help determined student athletes thrive, UPSWING Centennial opens in late June 2024 for athletes, families, and the surrounding community.

Overview

The Gym Operations Manager will be responsible for the oversight of the facility and for ensuring an exceptional guest experience and welcoming environment. The position will be accountable for leading, training, and developing a high performing, guest-centric team and will work alongside our partner providers to create a seamless experience for guests.

Requirements

- 1-3 years management experience, preferably in a sports facility or fitness industry
- Excellent customer service skills
- Exceptional leadership, diplomacy, and listening skills
- Basic computer proficiency (Microsoft Suite, Google Suite),
- Experience using Mindbody preferred
- Strong problem resolution skills
- Must be 18 year of age or older
- Current CPR, SafeSport, and Concussion certification highly preferred
- Be able to lift and move 25 lbs
- Criminal background check required

Responsibilities



- Oversee facility operations
- Train and develop a high performing team
- Create and maintain a welcoming atmosphere
- Maintain superior customer service protocols
- Schedule staff ensuring all shifts are covered, scheduling issues are resolved, and appropriate staffing is available for facility usage
- Manage staff, scheduling, refunds, cancellations, and reports in MindBody
- Identify and train shift managers
- Help guests with check-in and registration, following proper procedures
- Ensure that daily schedules and classes are running on time
- Resolve employee issues or concerns and manage disciplinary/termination activities
- Ensure opening and closing procedures are being followed
- Oversee cleanliness, safety, and maintenance of facility
- Help prospective guests with information about the facility and available programming
- Handle emergency situations and create incident reports
- Represent the Foundation, its mission, and code of conduct.

Benefits:

Health, Dental, Vision Coverage

Access to the Facility

Application Submission:

Applications will be accepted until June 1, 2024 or until positions are filled. Please send a resume and cover letter to Kristy Detrick, VP of Operations at kristyd@upswingfoundation.org.