

Fitness Center Manager SURVIVOR

1. Must be able to demonstrate active listening through giving full attention to what others say, asking appropriate questions, and not interrupting others at inappropriate times.
2. In this position, you must provide excellent customer service through needs assessment, meeting quality standards, and evaluating customer satisfaction.
3. Knowledge of human behavior and performance, including individual differences in ability, is an important key to this job.
4. The ability to apply general rules to specific problems that make sense for clients and co-workers is also important.
5. You will need to be able to communicate information and ideas in writing so others will understand.
6. Knowledge of methods for effectively demonstrating, promoting, and selling products and services are critical.
7. Developing constructive and cooperative working relationship with others, and maintaining positive relationships over time, will contribute to success in this job.
8. Recruiting, training, managing, and disciplining staff is key to this position.
9. Enforcing safety rules and procedures that govern sports, recreational activities, and use of exercise equipment which comply with industry standards is required.
10. This job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior in difficult situations.
11. Reviewing financial statements, sales, and activity reports to measure productivity and determine areas of cost reduction will be necessary.
12. Handling complaints, settling disputes, and resolving grievances and conflicts is an everyday occurrence on the job.

*Specific job details derived from O*NET
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