

## **Position Opening**

### **Member Services Director – Healthplex Fitness Center, Bronx, NY**

Are you looking to join a fun loving team and a great company culture? Nationwide medically-based Wellness Center is seeking a Member Services Director to join a new state-of-the-art center located in the heart of Bronx, NY. Below are a list of requirements and responsibilities; BUT, the biggest requirement of all... MUST love working in the fitness field and working with others to create healthy lifestyles. Industry experience is highly preferred.

#### **Position Requirements and Responsibilities:**

- Responsible for developing, implementing, and monitoring programs that attract, enroll and retain members at the medical fitness center.
- Develops the yearly marketing plan including a monthly written narrative which includes sales targets, budget, sales campaigns and sales vehicles and distribution channels.
- Works with assigned creative staff to develop specific ads, brochures and other membership services and sales materials, including writing copy, developing slogans and promotions.
- Serves as the primary sales person at the Center to conduct prospect tours and close membership sales.
- Trains staff to correctly sell memberships utilizing sales techniques and procedures.
- Serves as the Center's "outside presence" in the community, to physicians and employers with respect to membership opportunities at the Center.
- Organizes and operates inside and outside membership appreciation and sales events.
- Develops, oversees, administers and operates a member retention program.
- Administers the sales commission system, assuring accuracy and timeliness of commission payments to sales staff.
- Interfaces with senior staff to ensure coordinated marketing efforts among departments and the hospital.
- Implements a customer service comment card system to monitor and resolve member complaints and concerns. Issues regular reports showing trends and specifics to allow other departments to address reoccurring issues.
- Serves as Manager on Duty (MOD) as scheduled.
- Performs other related duties as assigned.

#### **Experience:**

Minimum 3 years of experience in the following: direct sales, customer and membership services, program development and implementation in a health/fitness employment setting; supervision and management of staff required.

#### Licenses & Certifications

Position requires a Bachelor's Degree.

CPR certification and AED training required upon hire.

This is a base salary plus commission eligible position.

EEO: Applicants shall not be discriminated against due to age, ancestry, color, religious beliefs, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin, race, gender identity, sexual orientation, or political affiliation.

Job Type: Full-time

Interested applicants should send a resume and cover letter to Frank Gryniak, General Manager, at [FGryniak@sbhny.org](mailto:FGryniak@sbhny.org).