

JOB DESCRIPTION

Basic Information	
Job title:	Head Coach
Work level:	Full Time
Reports to:	Studio Manager
Place of work:	Studio Location

Overview of the Role

Orangetheory Head Coaches are extraordinary. They help hundreds of members achieve their fitness goals through our science-backed, technology tracked workouts, while shaping the careers of extraordinary Coaches at their studio.

As an Orangetheory Fitness (OTF) Head Coach you will be responsible for ensuring the quality of coaching delivery during the OTF workouts is world class, managing the recruitment, development and scheduling of the coaching team and championing an outstanding experience for members each and every time they visit the studio.

Key Responsibilities

Fitness Experience Leadership

- Inspire and lead the coaching team by example as a world class fitness coach; personally instruct a minimum of 10 classes per week
- Provide ongoing training and coaching to the fitness team to ensure they continue to upskill themselves on:
 - all technical aspects of the OTF workout and exercise techniques
 - ways to improve the member experience, including the level of personal connection and clarity of instruction they provide throughout the workouts
- Protect the safety of our members by ensuring the team are well trained and effectively monitor heart rates and exercise techniques
- Work alongside the Studio Manager to ensure a seamless and consistent end to end member experience
- Maintain the cleanliness and safety standards of the studio

Member Engagement & Retention

- Take the lead on relevant member engagement initiatives; such as body transformation challenges & studio events, for the purpose of building stronger connections between the members and the OTF brand, studio, coaching team and other members
- Drive class utilisation and member engagement by tracking Listen 360 feedback and class attendance; deploying effective strategies to engage with current and former members
- In conjunction with the Owner and Studio Manager, analyse studio performance to refine the member experience
- Manager member concerns/feedback in a professional, objective manner with the goal of resolution and retention when applicable
- Assist with developing the awareness of your studio, through community outreach and other growth-inspired and innovative marketing efforts
- Assist Sales Associates with studio tours for new prospects and be knowledgeable about current membership pricing options

Coach Team Management

- Proactively manage the recruitment and development of coaches to ensure the Studio is always fully equipped to support the number of members and class timetable
 - Constantly search for and 'talent bank' extraordinary coaches to assist in a faster hiring process
 - Conduct a thorough recruitment and selection process to accept only the highest quality, on brand coaches
 - Develop and manage the coach education program within your Studio to ensure adequate initial and ongoing professional development for the coaching team
- Manage the OTFit Coach Traineeship program for the Studio – generating interest, assessing and endorsing potential Trainees, and managing Trainees through to successful competition
- Manage the OTF Coach Schedule – staff roster and MBO system
- Work with the Studio Manager to build a cohesive and fun culture for the entire team
- Build and champion a culture among Coaches that welcomes regular constructive feedback which aims to improve their performance and the member experience
- Conduct regular High-5 coaching and performance reviews on all coaches, and manage any performance concerns
- Conduct monthly fitness staff meetings, and manage all fitness related reporting requirements for the Studio
- Ensure the coaching team are fully briefed and prepared for the upcoming workout templates
- Ensure compliance of employment files which include CPR and fitness certifications

Other Information

Experience & Qualification Required	<ul style="list-style-type: none"> • Certificate III or IV in Fitness • First Aid and CPR Certificate • 3 years' experience in teaching group fitness classes, or personal training • Previous experience leading or developing a team • Ability to demonstrate all movements performed in an Orangetheory Fitness class • Strong understanding of the heart rate focused training, and the knowledge behind it
Requirements of the Individual	<ul style="list-style-type: none"> • You are the person in the crowd that has something extra! • Passion for health and fitness • Positive, motivating and effective communication skills • Ability and desire to train all fitness levels • Passion for personal and professional development • Desire to train other coaches • Customer centric attitude • Ability to multi-task and stay organized while training up to 45 clients in one group training session
Key Relationships	<ul style="list-style-type: none"> • Franchisee – The owner of the studio • Studio Manager – You report directly to the Studio Manager for anything non fitness product related. You work alongside them to ensure fluidity between your team and the operational team • Fitness Coaches – Your extraordinary direct reports, you work hard to ensure they are delivering classes at a consistently high standard, develop their coaching abilities and support them with their career aspirations • Members – the awesome people you work to inspire and motivate while ensuring they are satisfied and hungry for more