

## JOB DESCRIPTION

<b>Basic Information</b>	
Job title:	Studio Manager
Work level:	Full Time
Reports to:	Studio Owner
Place of work:	Studio Location

**Overview of the Role**

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

As an Orangetheory Fitness (OTF) Studio Manager you will you will lead an extraordinary and dynamic team that positively affects the lives of our members on a daily basis. You will manage the daily operations of a fast-paced, premium fitness studio, hire, train and develop the staff in your studio and build relationships with OTF members to ensure a fantastic member experience each and every time they visit the studio.

- Key Responsibilities**
- Fitness Experience Leadership**
- Inspire and lead the team at your studio by example; engage with members daily and attend classes often
  - Manage the studio P&L and reporting and indentify growth opportunities which do not sacrifice on quality
  - Provide ongoing training and coaching to the team to ensure they continue to upskill themselves on:
    - all technical aspects of their roles including sales processes and the OT workout
    - ways to improve the member experience, including the level of personal connection and clarity that is provided to members and potential members
  - Protect the safety of our members by ensuring the team are well trained
  - Lead the team to always providing a seamless and consistent end to end member experience
  - Priotitise the cleanliness and safety standards of the studio
- Member Engagement & Retention**
- Actively develop the the awareness of your studio, through community outreach and other growth-inspired and innovative marketing efforts that equates to leads for the sales team
  - Play an active role in member engagement initiatives alongside your Head Coach; 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
  - Analyse studio performance to refine the member experience, including tracking of feedback of current and former members
  - Handle members concerns/feedback in a professional, objective manner with the goal of resolution and retention when applicable
  - Ensure Sales Associates are equipped to undertake quality studio tours for new prospects and are knowledgable about current membership pricing options

**Team Management**

- Drive sales performance, ensure positive Net Member Movement and hold Sales Associates accountable to their targets
- With the support of your Head Coach, proactively manage the recruitment and development of the team to ensure the Studio is always fully equipped to support the number of members and class timetable
  - Constantly search for and 'talent bank' extraordinary team members to assist in a faster hiring process
  - Conduct a thorough recruitment and selection process to accept only the highest quality, on brand team members
  - Develop and manage an education program within your Studio to ensure adequate initial and ongoing professional development of the team
- Build and maintain a cohesive and fun culture for the entire team
- Build and champion a culture among the team that welcomes regular constructive feedback which aims to improve their performance and the member experience
- Conduct regular performance reviews on team members and manage any performance concerns
- Conduct regular staff meetings to keep your team cohesive, informed and accountable to the studio goals

**Other Information**

<b>Experience &amp; Qualification Required</b>	<ul style="list-style-type: none"> <li>• Previous experience in a leadership role in a customer &amp; sales focussed industry</li> <li>• Strong business reporting skills and ability to analyse a P&amp;L</li> <li>• Proven track record of motivating and developing a team</li> </ul>
<b>Requirements of the Individual</b>	<ul style="list-style-type: none"> <li>• You are the intriguing person in the crowd that has something extra</li> <li>• Lots and lots of energy!</li> <li>• Passion for health and fitness and for building the Orangetheory brand</li> <li>• Positive, motivating and effective communication skills</li> <li>• Passion for personal and professional development</li> <li>• Customer centric attitude</li> <li>• Ability to multi-task, stay organized and keep your team moving in the right direction</li> </ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Franchisee – The owner of the studio and your direct manager</li> <li>• Head Coach – Your extraordinary direct report, head of fitness department and leader of the Fitness Coaches</li> <li>• Fitness Coaches – extraordinary direct reports of your Head Coach who you will support to ensure they are delivering classes at the required level</li> <li>• Members – the awesome people you work to inspire and motivate while ensuring they are satisfied and hungry for more</li> </ul>