



Site Support Manager- Vancouver & Surrounding Cities

Curtis Personalized Health Management is currently looking for a Site Support Manager to join our team for our corporate client's fitness facilities located in Vancouver and surrounding cities. We believe in building a community through employee participation in a healthy corporate culture.

Being a part of the Curtis Health team means being a part of a supportive and motivated team of fitness minded individuals that share a passion for delivering excellence. Our team values the contributions of each team member and promotes fun and creativity in our workplaces while encouraging members to meet new challenges.

Job Requirements:

Minimum 5 years' experience managing, mentoring, and leading a group

Strong administrative capabilities

Current personal training certification (BCRPA, canfitpro, ACE or equivalent)

Current group fitness instructor certification (BCRPA, canfitpro, ACE or equivalent)

Current First Aid and CPR

\$2 million in personal liability insurance

Primary duties and responsibilities:

- Assist Site Leads in meeting their duties, responsibilities and goals including member growth and retention, program planning, special events
- Check in with Site Leads at a regular frequency, staying up to date on site operations and with the team
- Provide guidance and direction to Site Leads on establishing goals for the site that align with the goals and values of the company
- Conduct regular surveying of sites (annually) as well as ensuring that feedback is being collected on classes, programs, etc.
- Assist in conflict resolution and changes as needed
- Assist in finding solutions to issues and challenges
- Assist in Hiring and training (requesting through HR) new/substitute trainers/coordinators as needed
- Liaison between Curtis Ops Team (including HR) and site team members
- Work closely with Operations Director on communicating site issues and overall company initiatives

- Create rapport with Site Liaisons and communicate all important and urgent issues.
- Attending Curtis Health Management meetings, Op's meetings
- Attending team social and training events
- Being available to offer guidance to the Site Lead
- Education on Management Skills
- Cover shifts on site as needed as schedule allows

REQUIRED SKILLS, KNOWLEDGE & ABILITIES:

- Experience with conflict resolution, motivation, time management, coaching, budgets and accounting, communication etc
- Excellent written and spoken communication and public relations skills
- Professional personal appearance for meetings and branded clothing when substiting shifts
- Ability to identify manager areas that need improvement and provide a course of action
- A personal commitment to service, ability to provide friendly, helpful, knowledgeable, and timely assistance.
- Ability to work as a member of the Operations Team with respectful, meaningful contributions to all aspects of the Company.

Hours: Up to 20 hrs/wk as needed. Virtual and on site.

Rate: \$22/hr

Hours may be supplemented with opportunities for Personal Training starting at \$35/hr and Group Fitness Instruction starting at \$27/hr.

Start Date: ASAP

Please submit all applications with a resume to career@curtishealth.com. Thank you.

