

Job Descriptions

Change Log

Version	Date	Details
1	6/21/2023	Initial version.
1.1	10/12/2023	Updated links in file to new wiki.
1.2	10/16/2024	Clarified responsibilities for Operations and Training Coordinators, as well as, manager responsibilities “Conduct powerful weekly meetings” and “Management of employee training”. Updated mandate due dates. Updated wiki link to Shift Lead Expectations.

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Shift Leads

A shift lead is an experienced lead teacher that is the point person for ensuring great classes, great customer experience, and that all responsibilities are fulfilled on their assigned shift. They are also expected to be the example for junior staff ensuring policies and procedures are followed. These responsibilities include ensuring that:

- Energy and fun levels remain high throughout their shift
- Addressing customer questions and concerns
- Engaging trial parents, providing enrollment information and encouraging them to sign up for additional classes
- All emails, text, voicemails responded to
- Attendance captured on all classes
- VIMAs/waivers signed for all attendees
- All gym cleaning tasks are completed
- Follow-ups / actions completed as assigned by managers/owner
- Pre and post shift checklists are completed
- 1 class per shift is reviewed with coworker using the Class Quality Checklist
- Mentoring / guiding junior staff members

A shift lead will be required to be in the gym for each shift. If multiple shift leads or a manager are present, one person will be identified to be the lead for the shift.

For further details on the shift lead expectations, review the [Shift Lead Expectations](#) on the wiki.

Coordinators

A coordinator is someone that has taken on additional responsibilities in a specific area of interest. They are accountable for ensuring that all of the required tasks for their area, as well as being the subject matter expert and go-to person for anything related to their area of specialty.

In order to become a coordinator, one must first be a shift lead and they maintain all of the responsibilities of a shift lead.

My Gym has the following Coordinator roles.

Title	Responsibilities
Event Planning Coordinator	<p>The Event Planning Coordinator is accountable for ensuring great events at My Gym. This is accomplished through disciplined planning and management of all of the activities required to pull off our event, but also creating awesome curriculums so My Gym is the go-to place for parties and events. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none">• Maintaining an event calendar that shows all gym events at least 4 months in advance• Completing an event checklist for each upcoming event that includes the schedule, staffing, curriculum, and supply planning.• Working with the Marketing Coordinator to promote the events.• Own the planning for the Halloween party, Let it Snow party, Egg Hunt party, monthly PNOs, seasonal summer & winter camps, MGF fundraisers and any other event that is added to the calendar
Marketing Coordinator	<p>The Marketing Coordinator is accountable for social media, email marketing, and business partnerships at My Gym. This is accomplished through managing regular posting and email schedules, creating fun and engaging posts, and adhering to the directives provided by corporate. Responsibilities include, but are not limited to:</p>

	<ul style="list-style-type: none"> • Maintaining a marketing calendar that shows all promotions and marketing activities. • Completing a marketing checklist for each upcoming event and promotion. • Staying informed of corporate marketing guidelines via the Social Media roundup and other communications • Creation of a weekly social media post plan and a weekly email communication plan • Ensuring Facebook and Instagram posts are created per the plan • Ensuring emails are created per the plan • Creation and updating of My Gym flyers and schedules in the Print system • Ensuring schedule and flyers are stocked and never run out
Operations Coordinator	<p>The Operations Coordinator is responsible for ensuring that the gym always has the right supplies on hand and safety procedures are followed. This is accomplished through regular inventories and conducting of safety checklists per the My Gym mandates. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> • Cleaning, office, party, camp, and product supplies are inventoried weekly and needs communicated to owner • All Maintenance issues texted to Mike promptly • Curriculum items and equipment list maintained • Completing the weekly safety checklist in the weekly meetings • Conducting, completing, reviewing with the owner, and submitting the "Equipment Safety and Maintenance Inspection" checklist every 6 months (by Jun 30 and Dec 31) in both MGM and the Intranet • Reviewing and reinforcing monthly training topics found on the Intranet with staff during the weekly meeting.
Training Coordinator	<p>The Training Coordinator is responsible for ensuring that our My Gym training mandates are met and identifying staff training needs. Responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> • Ensuring that the "Class Quality Checklist" is <i>properly</i> completed by the shift leads for one of their classes on each shift • Conducting, completing, reviewing with the owner, and submitting the "Detailed Class Evaluation" checklist for each class every 6 months (by Jun 30 and Dec 31) • Conducting, completing, reviewing with the owner, and submitting the "5-Step Training Analysis" checklist every 6 months (by Jun 30 and Dec

	31) <ul style="list-style-type: none"> Determine what staff training refreshers are needed, coordinate training with operations manager to bring training content into staff meetings
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Managers

A manager is a leader in the gym that embodies the My Gym culture and sets the example for more junior employees. As a mentor and coach, they are expected to be experts in our policies, products, curriculum, and other ongoing at the gym. They are the first point of escalation for customer and staff issues.

A manager is accountable for ensuring the day-to-day activities in the gym beyond the bounds of their shift. It is their responsibility to ensure the shift leads are properly completing their shift lead checklists and to follow-up with them if needed. This includes, but is not limited to ensuring that:

- Staff has responded to all voicemails, texts, and emails on their shifts in a proper way
- Attendance is captured for all classes
- VIMAs/Waivers completed for all classes
- All payments are processed
- All declined payments are contacted
- Cash transactions are reconciled
- Trials and leads are managed
- All parties are confirmed in time to make adjustments or order supplies
- All party guests are added to MGM and class cards are allocated to birthday attendees
- Pizza is ordered on time for parties and PNOs
- All transactions are verified from the weekend PNO and parties

It is expected that a manager will have first been a coordinator. In that case, they will carry forward their coordinator responsibilities and their title will reflect those responsibilities, such as Manager of Operations or Manager of Training.

In addition, a manager will be assigned one or more of the following additional managerial responsibilities.

Area	Responsibilities
Conduct powerful weekly meetings	<ul style="list-style-type: none"> • Create map and print pull lists • Ensure music playlists are updated weekly • Prepare engaging curriculum review • Prepare 15 minutes of staff training using monthly training content or collaboration with Training Coordinator • Prepare game in the case time allows • Complete the weekly safety checklist • Ensure facility is cleaned and the cleaning checklist is completed • Ensure equipment is positioned in preparation for upcoming curriculum • Always be improving on the quality and structure of the meetings • Prepare and send a meeting wrap-up to all staff.
Management of employee training	<ul style="list-style-type: none"> • Owning and maintaining all staff's individual Training Document, ensuring it remains up-to-date and effective • Meeting with each new hire to explain the new hire training process and the expectations • Communicate with the shift lead that will be supporting the new hire regarding status updates and areas of focus. • Weekly check-ins with the new hires to discuss progress and focus areas • Ongoing quarterly check-ins following completion of new hire training to prepare for shift lead
Creation, tracking, and promotion performance goals	<ul style="list-style-type: none"> • Working with the owners to create target enrollment and party goals • Establishing employee bonus and parties levels for meeting goals • Design of customer promotions to support goals • Tracking of employee performance to goals and payouts
Management of staff scheduling	<ul style="list-style-type: none"> • Solicitation of staff availability • Creation of new schedules based on availability • Approving time off requests • Working with employees to find coverage for shifts
Hiring of new employees	<ul style="list-style-type: none"> • Creation of job posts on CareerPlug • Management of job postings

	<ul style="list-style-type: none"> • Reviewing candidate applications • Communicating and scheduling interviews with candidates • Conducting initial interviews • Manager review of candidates • Selection and offers to new hires
Coordination of outside events	<ul style="list-style-type: none"> • Communicate with local daycares, community centers, townships, etc to schedule events • Create outside event plans • Completing an event checklist for each upcoming event that includes the schedule, staffing, curriculum, and supply planning. • Own the planning and success of the events
Ordering of products and supplies	<ul style="list-style-type: none"> • Placing orders at Amazon, Party City, Target, Shop My Gym, etc for any cleaning, office, party, camp, and product supplies needed • Tracking orders and ensuring delivery