

Operations Manager

Imagine Float is seeking an Operations Manager with strong leadership and organizational skills as well as a knack for business development and sales.

As the Operations Manager, you'll play an integral role in cultivating and maintaining the Imagine Float brand. You'll have the opportunity to build your own team, train, develop and coach the team to be successful wellness professionals, and become part of the health and wellness community.

Key Roles of a Operation Manager

People Management

- Lead performance management activities with each team member, including setting goals, ongoing coaching, career development and performance reviews.
- Interview, hire, onboard and train new employees. Ensuring completion of all required new hire paperwork and position specific training.
- Enforce center policies, procedures and standards.
- Monitor and formally document staff performance/behavior; positive as well as areas for improvement.
- Prepare employee shift schedules to maximize efficiency and ensuring adequate coverage during peak hours and holidays.
- Conduct regular team meetings and 1:1s to communicate promotions, goals, trends and other relevant information.

Operations Management

- Perform Front Desk and Service Specialist responsibilities as needed.
- Upon completion of training, administer localized cryotherapy for pain management.
- Create and maintain the monthly staffing schedule. Problem solving gaps as they arise.
- Maintain a safe, clean and secure environment for all guests and staff.
- Identify and recommend operational improvements to owner for possible implementation.
- Communicate any equipment maintenance or facility needs to owner and help oversee repairs during regular business hours.
- Accept guidance and collaboration with owner to ensure optimal customer care standards, team job satisfaction and center performance.

- Implement, with guidance from the owner, new lines of business and other revenue generating opportunities.
- On an as needed basis, complete special projects
- Ensure customer care standards are utilized that engage and retain long-term customers.
- Be flexible with your schedule - you'll work hours based on business needs and center operating hours. This will include weekends and holidays.
- Turn every customer service issue into a positive outcome.
- Report all safety and medical occurrences through formal documentation and communication to the owner.

Sales & Marketing

- Drive center sales through membership, packages and retail opportunities.
- Identify ways in which using the data and tools available internally, we can increase leads and sales generation.
- Lead team in service and product knowledge and motivate them to meet and exceed monthly sales goals.
- Continuously develop and refine the sales process.
- In collaboration with the owner, set daily, weekly and monthly goals across all services to ensure clear expectations for team and overall business success.
- Maintain and track active marketing efforts.

Qualities You Need to Succeed as the Operations Manager

- An undergraduate degree or higher is a plus.
- You love the sales process.
- You have a minimum of two to three years management experience.
- You're passionate about wellness and longevity.
- Excellent verbal and written communication skills.
- You're detail orientated.
- You have project management skills and are tech savvy.
- You're a team player.

Benefits

- Competitive Pay
- Complimentary and discounted access to our services

- Bonus pay
- Paid time off
- The knowledge that you're making a positive impact on people's lives every day

Job Type: 30 - 35 hours per week

Pay: \$18 - \$20 hour based on experience/qualifications

Benefits:

- 401(k) after 1 year
- 401(k) matching
- Employee discount
- Flexible schedule
- Earned paid time off

Schedule:

- Shift lengths will vary
- Nights and weekend availability required

Supplemental Pay:

- Bonus pay

Ability to commute:

- 290 West Main Street Avon
- Reliable transportation to and from center

Education:

- Bachelor's (Preferred)

Experience:

- Customer service: 3 years (Required)
- Management: 3 years (Required)

Work Location: One location