



**PARADIGM SPORT**  
Train Like It Matters.™

## Paradigm Sport Office Manager

Through a positive, motivating and constructive style, the Office Manager will provide the leadership and vision necessary to ensure that the Training Center is exceeding our client's expectations. They will have a sense of ownership over the Training Center and will ensure that the Paradigm Sport brand and culture are always present.

### **R E Q U I R E M E N T S**

- ▶ Prior managerial and/or leadership experience.
- ▶ Experience in hospitality, luxury brand retail or health & fitness a plus.
- ▶ Must have outstanding customer service and problem solving skills.
- ▶ Excellent interpersonal skills and service-oriented outlook.
- ▶ Highly organized with the ability to prioritize multiple tasks with tight deadlines.
- ▶ Ability to communicate clearly with team members, clients and senior management.
- ▶ Enthusiasm for fitness with a passion for our product.
- ▶ Ability to work flexible/non-traditional hours (including occasional WEEKENDS).
- ▶ The Gym Managers may be asked to work 5-10 additional flex-hours during the week based upon Company needs.
- ▶ Must have the ability to prioritize and multi-task within a fast-paced environment.
- ▶ Must be willing to initiate tasks and perform duties without direction.
- ▶ Must have excellent communication skills and be able to work with a wide range of personalities.
- ▶ Must have a positive, can-do attitude.
- ▶ Must have a friendly and professional phone and email etiquette.
- ▶ Must have superior organizational skills.

### **R E S P O N S I B I L I T I E S**

- ▶ Work as a cohesive team with all staff members to ensure efficiency and camaraderie.
- ▶ Assist the gym owners in daily studio tasks and projects.
- ▶ Provide support to the instructors to ensure a successful class check-in process.
- ▶ Assist with the training and coaching of new hires for the front desk staff team.

## RESPONSIBILITIES *continued*

- ▶ Maintain the distinct Paradigm Sport aesthetic, appearance, atmosphere, culture and community.
- ▶ Provide high-level customer service and exceptional hospitality to Paradigm Sport clients, handling client issues and concerns in a positive and timely manner.
- ▶ Work closely with the Owner on the implementation of standard operational policies and procedures designed to accommodate the rapid growth objectives of our organization.
- ▶ Train, motivate, direct, coach and evaluate all Training Center staff, creating and maintaining a team that is highly personable, client-oriented and committed to achieving and exceeding the company goals.
- ▶ Manage all social media platforms (i.e. Instagram, Facebook, Twitter).
- ▶ Manage and update the company database (Mindbody).
- ▶ Manage and update customer database software (Constant Contact).
- ▶ Develop email campaigns with the Owner and send out appropriate emails via Constant Contact.
- ▶ Manage the main Training Center calendar.
- ▶ Sort through the daily mail and distribute accordingly.
- ▶ Hire and manage the front desk staff.
- ▶ Wash towels.
- ▶ Clean the Training Center floor and manage janitorial service.
- ▶ Educate prospective customers about our services.
- ▶ Supervise the Training Center's retail operations and place orders to keep stock on all items.
- ▶ Maintain product knowledge for all Training Center retail operations.

To apply, send your cover letter and resume to [info@paradigmsport.com](mailto:info@paradigmsport.com)

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