

GENERAL MANAGER

Location: Baltimore/Washington International Thurgood Marshall Airport

D/E Connector

ROAM Fitness is seeking a highly capable leader who is passionate about travel and fitness, delivering the best customer experience and service possible, developing their own team, and connecting with the airport community as our General Manager. They will develop strong team members, grow the business, and positively impact passengers' travel experience at our BWI location.

WHAT YOU WILL DO

This role is responsible for all aspects of facility operations at our BWI location, for the strategy and development of their team, and the engagement of the airport community. The General Manager is accountable for all areas of business and is responsible for all customer service experiences in the facility. They create personal development plans unique to each team member to build their capabilities to drive strategy and achieve results. The General Manager fosters store culture while managing membership sales and promotions, the facility, the team, financial reporting, and ensuring that the gym is running efficiently and in compliance with all BWI Airport Authority policies and procedures.

RESPONSIBILITIES + TASKS

1. **Spearhead efforts to recruit, hire, train, lead, and evaluate ROAM Fitness team members.**
 - Develop written materials to educate and train team members and to assist with new membership orientation.
 - Recruit new employees, hire and onboard them as team members ensuring fair and efficient operations.
 - Assist with gym tours, telephone inquiries, and provide sales assistance.
 - Train and supervise team members. Ensure that they understand airport operations and policies, current promotion(s) and pricings and that these are being communicated effectively to ROAM guests and members.
 - Plan and conduct ongoing training and development programs for team members, especially when airport policies and procedures change.
 - Fit staffing needs into budgetary constraints.
 - Develop and implement the systems, policies, and procedures directly related to gym operations at BWI airport.
 - Communicate regularly with staff about important issues, program needs, and evolving policies and procedures.
2. **Administration**
 - Work hand in hand with ROAM Fitness C-Suite from a staff development, marketing, and operations perspective. Insights from BWI facility will be used in the opening of future locations.
 - Oversee gym entrance QRC access; report and resolve any access issues.
 - Prepare reports regarding guest and equipment usage patterns.
 - Recommend purchases of equipment and supplies, and a long-term equipment replacement plan.
 - Work with vendors regarding equipment purchases, delivery, scheduled preventative maintenance, needed repairs and billing.
 - Manage inventory for retail, food and beverage, laundry/towel service, and clothing rentals.
 - Maintain accurate purchase and service records.
 - Assist with customer relations as needed.
 - Develop an effective safety/risk management program and procedures for emergency care of participants; schedule training/certification classes in CPR/First Aid for team members; and conduct safety inspections of facilities.
 - Monitor budget on ongoing basis.
 - Deliver periodic and key financial reporting to the airport authority/AirMall and ROAM C-Suite.
3. **Airport Liaison and Representative**
 - Meet with airport authority on weekly/monthly basis.
 - Keep AirMall and port authority up to date on key issues.
 - Proactively seek out resources at BWI airport related to security badging, inventory/loading dock, fire/ambulance/emergency services, airport concession committees, ACDBE participation, existing airport employee recruitment, airport staff access to facility, and any other matters concerning the airport.

4. Instruction, Outreach, and Promotion

- Develop and coordinate an airport authority, airline, and concession employee program to be marketed and shared with the BWI community.
- Assess, plan, and implement ROAM employee fitness and personal development programs.
- Plan and promote special events for the gym.

5. Technical

- Develop and execute a system of routine equipment maintenance and train others to assist; a schedule of daily, weekly, quarterly, and annual maintenance to ensure proper working condition and adherence to warranty requirements.
- Provide day-to-day mechanical and advanced technical support for equipment in the gym. If equipment is broken work with the equipment technician to coordinate repair.
- Inspect cleanliness of facility, clean equipment, and report problems.
- Maintain accurate service records.

RESPONSIBILITIES + TASKS

- Must be a self-starter and demonstrate initiative when unsupervised
- Bachelor's degree or higher
- 3 years minimum experience working in a supervisory or management role in airport concessions, retail, hospitality, or combination thereof including onboarding and terminating employees
- Candidate has worked directly on the floor level, interfacing with customers and transactions
- Strong oral and written communication skills
- Strong technical skills
- Able to make decisions on their own and report back to rest of management the positive, negative, and neutral outcome of those decision and lessons learned from them.

COMPENSATION

This is a full time salaried position with benefits, salary commensurate with experience.

APPLY

If you are interested in working for a start-up and helping us open and run our first airport gym location please send your cover letter, resume, and references to jreeping@aawdc.org. Individuals with gym management, airport concession, real estate, and hospitality experience are strongly encouraged to apply.