



PARADIGM SPORT

Train Like It Matters.™

Office Manager

Paradigm Sport offers the most advanced personalized fitness training and sports conditioning on the Central Coast. Some of our services include personal training, group classes, youth & teen performance training, and sport-specific training.

We believe athletes lead better lives. We believe athletes experience things other people can only dream of. And we believe committing to an Athlete Paradigm will get you there. That's why we created Paradigm Sport.

We are looking for a new Office Manager. One who is outgoing, personable and forward-thinking. You will often times be the first person people meet upon entering the training center so you need to be warm and welcoming. The right candidate will use his/her intuition and anticipate the needs of our clients and other members of the team. They will always have a willingness to do more than what is asked. The ideal candidate possesses an interest in being part of the health and fitness community.

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.

This full-time position offers a competitive salary (starting at \$45,000), health benefits, paid vacation and a full access gym membership for you and your family. There is lots of room for growth both in responsibilities and pay as this job evolves.

REQUIREMENTS

- ▶ Prior office management experience is a must.
- ▶ Must have outstanding customer service and problem-solving skills.
- ▶ Enthusiasm for fitness with a passion for our products and services.
- ▶ Must be highly organized and have the ability to prioritize and multi-task within a fast-paced environment.

- ▶ Must be willing to take initiative and perform duties without letter by letter instructions.
- ▶ Proficiency in calendaring, email and Microsoft Office programs, is a MUST.
- ▶ Must have excellent communication skills and be able to work with a wide range of personalities.
- ▶ Must have a positive, can-do attitude and be willing to pitch in wherever needed.
- ▶ Must have a friendly and professional phone and email etiquette.
- ▶ Ability to work flexible/non-traditional hours (including occasional WEEKENDS).
- ▶ Must be a tech savvy problem solver who can trouble shoot when the Wi-Fi goes down or the printer gets jammed.
- ▶ You pay close attention to the smallest details.
- ▶ You are proactive and strive for perfectionism.
- ▶ You consistently strive to learn new things.
- ▶ You like to have fun at work and have a happy and upbeat disposition.
- ▶ Retail and/or sales experience is a plus.

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 Training Center 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.
- ▶ 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.
- ▶ Educate prospective and current customers about our services and products.
- ▶ Work closely with the Owner on the implementation of standard operational policies and procedures designed to accommodate the rapid growth objectives of our organization.

- ▶ Manage and update the company and email databases (MINDBODY, Constant Contact & MailChimp).
- ▶ Develop email campaigns with the Owner and send out appropriate emails via Constant Contact and/or Mailchimp.
- ▶ Manage the main Training Center calendar.
- ▶ Wash towels, oversee and maintain the superior cleanliness of the entire facility and manage the janitorial service.
- ▶ Maintain product knowledge and proper inventory levels for all Training Center retail products.
- ▶ Maintain proper levels of office supplies.

If you've read this post and it speaks to you, please take a moment to read through our [core values](#). If they are in line with your own personal core values then we would love for you to send us your resume and take the questionnaire below. We can't wait to hear from you!

Thank you for your interest in Paradigm Sport!!

We take hiring the right people very seriously, and do as much as we can to ensure the fit is right for us and for you. To that end, we use an objective online questionnaire to provide information as to your fit for the role in question as well as how well the organization fits with you. This process will help you and us better understand your potential.

While you may have completed other questionnaires in the past, the one being used in this program is the BestWork Experience. It represents the state-of-the-art at this time in terms of accuracy and reliability. Although it may be challenging, the information it produces is remarkably profound in helping people to understand their strengths and how to use them to their best advantage.

This exercise will require 25 minutes and is completed online. There is no preparation necessary. You will find the experience to be both challenging and interesting. You must avoid interruptions while you are completing the questionnaire, and it is best done on a computer that you are familiar with. There is one timed section. Do not be surprised if you do not complete the timed exercise. It is rare for anyone to do so. Be frank and honest with your answers. The information's potential to help Paradigm Sport and you depends upon its being a true picture.

We'd love for you to send your resume to info@paradigmsport.com and click on this [link](#) to begin the questionnaire.

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