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## **Job Description**

General Manager Opportunity in Beautiful Nanaimo, BC!

### **Company Description:**

Prime' Performance & Therapy is a multi-disciplinary clinic, specializing in optimizing human performance as well as rehabilitation. Our state of the art facility, situated in central Nanaimo, includes 7000 sq.ft of training space, as well as 2500 sq.ft of private treatment rooms. Our diverse team of Kinesiologists, Athletic Therapists, Chiropractors, Physiotherapists and Registered Massage Therapists share their complementary expertise to deliver precise, customized treatment and training plans for clients of all ages and abilities. To learn more about our company please visit [www.primeperformance.ca](http://www.primeperformance.ca)

### **Our General Manager Mandate:**

As **General Manager** you are passionate about health and wellness and have the leadership skills to make things happen. You are a collaborative, results-oriented problem solver. Your eye is consistently on the client experience and ensuring growth throughout all areas of the business. You appreciate precision, and have an eye for minor details.

### **Role Summary:**

The General Manager will organize and coordinate office administration and procedures in order to ensure organizational effectiveness. The General Manager is responsible for developing intra-office communication protocols, streamlining administrative procedures, office staff supervision including task delegation, marketing and budgeting. The ideal candidate will be well organized, thorough, flexible, and enjoy the challenges of supporting a growing company.

### **You must be:**

- Knowledgeable about the programs, pricing and therapy services offered at Prime' Performance and Therapy.
- Knowledgeable about all the different practices Prime' has to offer (Chiro/Physio/RMT/A.T/ Kines).
- You must be adaptable, efficient and attentive to detail
- Have experience at the front end of an office (2+ years).
- Have computer proficiency (Google drive, Google calendars, Microsoft Office).
- Be an independent self-starter and able to take initiative.
- Excellent verbal and written communication skills.

- Strong organization and time management skills.
- Great attention to detail.
- Have the ability to prioritize workload and have flexibility to manage multiple tasks without supervision.
- Have full understanding of productive scheduling.

**Responsibilities of our General Manager:**

- Assess and monitor ongoing staff needs.
- Monitor weekly accounting reports, as well as manage bi-weekly payroll and practitioner draws.
- Organize community events and follow them through down to implementation.
- Manage our student volunteer program, 'Starters'.
- Create job descriptions, initiate postings, participate in the recruitment and onboarding of staff, and provide orientation and training to new employees.
- Social Media management, including marketing of new programs and available therapy appointments.
- Allocate tasks and assignments to subordinates and monitor their performance.
- Perform review and analysis of projects and office operations, and keep management properly informed.
- Proactively seek information and education about programs and services to support business growth.
- Design and implement filing systems; while ensuring security, integrity, and confidentiality of data.
- Perform customer and vendor account reconciliations and analysis.
- Establish strong relationships, communication, and liaise regularly with staff, managers, operations, and customers on a regular basis.
- Perform ongoing, shift-specific duties (administrative and other) related to the operations of the front desk area, training floor, therapy clinic and locker areas.
- Maintain a clean and tidy environment, including equipment and change rooms.
- Schedule, book and take payments for appointments, classes, and programs.
- Develop invoices for programs/rehab clients.
- Website maintenance.
- Answer or make telephone calls, return emails and take care of client or visitor requests and inquiries.

- Educate clients about the scope of Prime' business and how Prime' can help them attain their health and fitness goals.
- Assist in the marketing of programs, services and memberships and provide information to prospective clients who enter the facility seeking information about what Prime' has to offer.

**Education Qualifications:**

- Business or office administration diploma, or experience in related field.
- Experience using QuickBooks an asset.
- Social Media marketing an asset.
- Marketing experience an asset.

**Hours:**

This is a Monday-Friday full-time day position. The successful candidate must be willing to support occasional evenings and weekends for community or marketing initiatives where required.

**Benefits:**

- Work in a fast paced and dynamic environment with a passionate team.
- Have the ability and opportunity to grow as a professional.
- Have the opportunity to contribute and make improvements to better the business.
- Free use of gym facilities and participation in classes.
- Family member discount on gym memberships and programs
- Work in a vibrant, motivating and inclusive work culture
- Salary
- Benefits offered after 1 year of employment.

**At Prime'**

*We strive to build and nurture a culture of inclusiveness and diversity. As an inclusive workplace, our employees are comfortable bringing their authentic selves to work regardless of age, race, gender identity, sexual orientation, or physical or mental ability. An environment where everyone, from any background, can do their best work fuels our innovation and connects us closer to our clients and the communities we serve.*

We appreciate your interest in becoming a team member at Prime' Sport Performance & Therapy and will review your application as soon as possible. Please note that only the applicants who are selected to be interviewed will be contacted.