



## Member Services Manager

**Department:** Fitness and Recreation

**Hired By:** Debbie Brown

**Reports To:** Associate Director of FRC

**Campus:** The Loop

**Status:** Full Time Exempt

**Employment Category:** IV

**Summary of Position:** Under the supervision of the Associate Director of Fitness & Recreation, the Member Services Manager is responsible for assisting fitness operations for the Fitness and Recreation Ministries.

**Purpose:** To assist the Associate Director of Fitness & Recreation in carrying out the necessary functions to protect and promote all aspects of the Fitness Ministry of the church.

### Duties and Responsibilities:

1. Incorporate HFBC's mission in the day-to-day operations including member relations, staff management, and volunteers.
2. Monitor and promote safety & cleanliness in the facility.
3. Provide support to Associate Director as needed, including, but not limited to:
  - a. Preparing documents, reports/agendas
  - b. Recording minutes at meetings
  - c. Answering phone/returning calls
  - d. Special projects
  - e. Other duties as assigned
4. Retention Manager:
  - a. New Member Integration Program
    1. Set goals
    2. Assessments
    3. Workout plan
    4. 30/60 day follow-up
  - b. Develop retention strategies
5. Personal Training Manager:
  - a. Process PT payments & update FRC tracker
  - b. Assign clients to trainer for sessions/orientations/followup



# HOUSTON'S FIRST

BAPTIST CHURCH

- c. PT payroll
  - d. Monitor training procedures
  - e. Schedule educational opportunities for trainers
  - f. Develop program to integrate new trainers into the ministry
  - g. Maintain organization/cleanliness of weight room
6. Group Exercise Manager:
  - a. Group exercise schedule/sign in sheet
  - b. Maintain organization/cleanliness of Group exercise rooms
  - c. Monitor teacher procedures
  - d. Sub classes as needed
7. Assist Front Desk Manager as needed.
8. Assist with special Fitness Ministry events. (Expo, National Senior Health and Fitness Day & Membership Appreciation Day.)
9. Assist with marketing efforts for the Fitness & Recreation Ministry.
10. Manage fitness equipment and software.
11. Assist in special presentations given by the Fitness & Recreation Ministries.
12. Work cooperatively with all HFBC staff concerning facilities, activities and special events.
13. Perform other duties as assigned by the Associate Director.
14. Other general responsibilities as assigned.
  - a. Cooperate with the Pastor, Deacons and other staff members in promoting the entire ministry plan of HFBC.
  - b. Utilize the services of the support and facilities staff, which are consistent with their position descriptions and personnel policy.
15. Basic personal responsibilities:
  - a. Maintain a vital and growing personal walk with the Lord through committed Bible Study, prayer and meditation.
  - b. Maintain proper priorities in your home
  - c. Develop personal evangelism opportunities within and outside the church.



# HOUSTON'S FIRST

BAPTIST CHURCH

This job description is not all-inclusive and can be modified verbally and in writing by the position supervisor.

**Skills Requirements:** Select all that apply

Language skills

Math skills

Reasoning ability

Computer skills:

Windows

Mac

MS Office

MS Outlook

Other: [Click here to enter text.](#)

Administration

Service to others

Teacher/Leader

Good Communication skills

Team builder

Self-disciplined

Servant leader

Decision maker

Strong work ethic

Empathy for ministry partners

Attention to detail

Other: [Click here to enter text.](#)

**Education and/or Experience:** Select all that apply

College graduate preferred

Administrative Experience

Personnel Management

Church Staff experience preferred

Other: Fitness & Group Exercise experience

**Organizational Relationships:** Reports to Debbie Brown

**Working Conditions:** Select all that apply

40 hour work week

Additional hours as needed

Occasional off campus activities

Continuing Education

Specialized training

Occasional travel

Other:

- Personal Training and/or Group Exercise certifications



# HOUSTON'S FIRST

BAPTIST CHURCH

- Ability to work with people of all ages
- Should feel called to serve in Fitness Ministry
- Must have a concern for people and their need to grow in Christ

**Contact:**

Debbie Brown  
Associate Director of Fitness & Recreation  
Houston's First Baptist Church  
7401 Katy Freeway  
Houston, TX 77024

[Debbie.Brown@HoustonsFirst.org](mailto:Debbie.Brown@HoustonsFirst.org)