



BEACH DIST.

HOUSE 701 – 1431 CONTINENTAL ST. VANCOUVER, BC V6Z 0G3

Welcome to HOUSE. We are a sweat and social movement. A unique collective concept of four studios under one roof. Your HOUSE is a reflection of your individual style and experience – you get out what you put in. At HOUSE you'll feel like family – supported to reach your personal best and unleash your inner athlete, all while restoring a sense of balance. This philosophy extends to both our employees and our guests. We are looking for natural-born leaders to help build HOUSE.

This is about your body and your story. But together, this is our HOUSE and our journey.

We are looking for confident, globally minded instructors and team members who will bring their best self to HOUSE every single day.

HOUSE Concepts is an equal opportunity employer. All information will be kept confidential according to EEO guidelines. Applicants with disabilities requiring assistance with the application process may be entitled to a reasonable accommodation in accordance with applicable law. If you need assistance, please contact our HR department at team@houseconcepts.com

ASSISTANT GENERAL MANAGER

HOUSE Concepts is seeking an Assistant General Manager who will help lead the studios, and overall daily operations of HOUSE. The Assistant General Manager will curate the best client experience, and help manage performance of all employees and coaches. A successful candidate will be passionate about health and fitness, have a hard-working and service-oriented attitude, the ambition to build HOUSE from the ground up, and thrives in a fast-paced people oriented setting. All responsibilities outlined are representative of those an employee must perform. This is not a complete list and other duties may be assigned.

What you will do:

PEOPLE DEVELOPMENT, ORGANIZING AND PLANNING

- Promote a strong sense of Community and Culture in HOUSE with both guests and employees
- Proactively identify and address conflicts
- Celebrate your team and show appreciation
- Be able to embrace and manage change when needed
- Manage multiple aspects of financial reporting, inventory control, payroll budget, daily bank deposits, shift coverage, lost & found, corporate outreach and general club maintenance
- Demonstrate the ability to manage your own schedule, prioritize and ensure deadlines are met
- Be able to complete projects and tasks under pressure
- Support your General Manager and Studio Leads in developing business plans to reach and exceed your guest engagement and retail goals
- Support your General Manager in ensuring that all initiatives are executed
- Identify opportunities to grow and expand retail business
- Be an expert on studio specific and overall operational procedures and policies
- Develop and maintain schedules to ensure that all operating processes are completed

CUSTOMER FOCUS

- Provide real time support to your team to ensure that all customer requests are addressed
- Lead the charge with exceptional service to guests and staff



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- Confidently manage conflict with a solution oriented attitude
- Assist in VIP media campaigns and loyalty programs
- Monitor our social media platforms

What we need from you:

- Qualified candidates must have proven leadership ability in an educational, fitness or professional settings with 3-6 years of management experience in a customer service business
- Enthusiastic, passionate and knowledgeable regarding the fitness industry
- Excellent verbal and written communication skills
- Proof of ability to grow business/revenue
- Hire, direct and train staff as well as excellent time management and follow-up skills
- Financial management experience
- 4-year degree strongly preferred