



JOB DESCRIPTION

Membership Consultant

STRONG WOMEN CAN, MELBOURNE'S LEADING FEMALE-SPECIFIC STRENGTH STUDIO

Job Types: Part Time, with the potential to go Full Time in the future

Salary: \$55K pa pro rata base + sales commission structure + super

Location: Highett, Victoria

Are you passionate about empowering women to be the best versions of themselves? Do you thrive on connecting with people, understanding their needs, and providing them with solutions? Are you a natural at building relationships and creating an unforgettable customer experience?

If yes, then this opportunity at SWC is for you!

Join our team as a Membership Consultant at Strong Women Can and play a pivotal role in transforming conversations into lasting connections with our incredible community of women.

Who We Are

Strong Women Can is a leading female-specific training and coaching community dedicated to empowering women to be strong, prioritise their health, train safely, and achieve sustainable results. Our studios in Highett and Hampton East provide a safe and supportive environment where women can thrive and become the strongest, healthiest and happiest versions of themselves. We're passionate about building a strong and successful team of trainers and consultants to provide the very best service in the industry.

The Role

As a Membership Consultant, your primary responsibility will be to convert conversations into meaningful memberships, while nurturing our existing members. You'll play a vital role in creating an epic customer experience and ensuring our members feel supported, motivated, and valued throughout their fitness journey. Your enthusiasm, empathy, and exceptional communication skills will be key to building strong relationships with potential and existing members.

As a fast-growing company, there will also be plenty of opportunity to expand your role into other areas of the business, such as marketing, events and office management.

Hours: 10-25hr week including some evenings, with the potential to go full time in the future

Key Responsibilities:

As a Membership Consultant, you will play a vital role in supporting others on their health and fitness journey. Your responsibilities will include:

- Engage and build rapport with potential members, listening to their stories and understanding their unique needs to offer the most suitable membership options.
- Drive business growth with effective sales techniques and genuine care
- Collaborate with the training team to ensure a seamless transition from membership to training sessions.
- Nurture and maintain relationships with existing members, ensuring their ongoing satisfaction and success.

- Proactively reach out to our members to offer support, answer questions, and provide guidance.
- Continuously stay up to date with our programs, offerings, and promotions to effectively communicate them to potential and existing members.
- Work closely with our team to provide exceptional customer service, addressing member concerns and resolving any issues promptly and professionally.
- Taking ownership of your connections, your day, and ultimately, your success.

Skills and Qualifications:

- A genuine passion for helping women and a commitment to their health and well-being.
- Strong initiative and a proactive approach to nurturing and maintaining your client relationships.
- Proven sales experience, preferably in a fitness or membership-based environment, is highly desirable.
- Highly desirable (but not essential) – interest and experience in marketing/advertising e.g. designing and running online and social media campaigns to communicate our message to more women.
- Strong customer service skills with a focus on delivering an exceptional experience.
- Self-motivated, proactive, and results oriented.
- Ability to work effectively both independently and as part of a team.
- Highly organised with excellent time management skills.
- Familiarity with fitness industry trends and understanding of training programs is a plus.
- Experience using membership management software is preferred but not required.
- Your own personal interest in health and fitness and a regular training regime.
- A passion for promoting health and fitness in our communities is looked upon favourably.
- Strong working knowledge of the Microsoft suite is important, including but not limited to; Microsoft Word, Outlook and Excel.

Benefits and Perks:

Why should you join our team?

As a team member, you'll not only be part of a highly motivated and health-focused team but also have the autonomy to make a significant impact in this rapidly growing industry. Here are some of the exciting perks and benefits we offer:

Growth: Driven by our mission to be the best in the industry, professional development is constant at SWC and you will experience the speed of growth both professionally and personally.

You will receive 1-1 training from members of the leadership team and all the resources required to not only succeed at your role, but to also develop it as you and the company evolve.

You will also have access to ongoing staff training and development, and receive mentoring and further development opportunities when appropriate to your role. Growth is never ending at SWC!

Health and Fitness: We walk the talk at SWC and therefore must practice what we preach. We believe in a healthy work-life balance and encourage all of our team members to make time for their own health and fitness and other priorities.

Personal Development and SWC membership: make yourself at home with full access to our classes, seminars and workshops to support your training as well as your personal and professional growth.

Epic Culture: We work hard to protect our culture and maintain a high performing team within a fun and relaxed working environment. As a member of our team, and also a member of the SWC community, you will experience a workplace that is void of egos, judgement, and politics. How refreshing!

The support our team give each other, and our members is second to none.

Dress Comfortably: Come to work in comfortable active wear & runners, no corporate attire required.

Flexibility: Work autonomously and express your creative ideas. We trust you to own your role while providing support whenever needed.

Teaching Opportunities: If you aspire to become a coach, we provide opportunities for growth in that area too.

Future Opportunities: As a growing business with a big vision, there is an exciting future for you long term. We prefer to promote from within and have wheels in motion to expand our products and services.

Join us in making a positive impact on women's lives and the industry as a whole and be part of our growing success story.

How to Apply:

If you're ready to make a significant impact and be part of our mission to empower women, we'd love to hear from you! Please submit your resume and a cover letter outlining the following:

- Your relevant sales and customer service experience, particularly in the fitness or membership industry.
- Your passion for helping women and your commitment to their health and well-being.
- Your understanding of the importance of creating an exceptional customer experience.
- Your approach to building relationships and converting conversations into memberships.
- Do you have lead generation experience?
- Do you have experience working towards targets and KPIs?

Submit your application to Alice at support@strongwomencan.com. We look forward to reviewing your application and potentially welcoming you to our incredible team of dedicated professionals!