



Job Description

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Job Title GYM Manager	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Manager	Industry -
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

A well-established gym and wellness facility is seeking two capable, energetic and service-oriented **Gym Managers** to oversee different areas of its operations.

The successful candidates will be responsible for daily gym operations, staff supervision, member experience, events, marketing coordination and maintaining high service standards. The roles require visible, hands-on managers who can make sound day-to-day decisions and create a welcoming environment for members.

Responsibilities

Gym Operations & Facility Management

- Oversee daily opening, operation and closing of assigned facilities.
- Monitor cleanliness, equipment, locker rooms and member facilities.
- Identify and coordinate resolution of maintenance and operational issues.
- Maintain operational records and gym management systems.
- Ensure appropriate staffing coverage and smooth daily operations.

Staff Management & Supervision

- Supervise front-desk staff, trainers, instructors and support staff.
- Allocate duties and monitor attendance, performance and conduct.
- Address performance or conduct concerns promptly.
- Promote teamwork, accountability and effective communication.
- Coordinate responsibilities with the other managers.

Member Experience & Customer Service

- Maintain a visible and approachable management presence.
- Build positive relationships with members and guests.
- Respond to member enquiries, feedback and complaints.
- Follow up on concerns through to resolution.

- Maintain a welcoming, safe and professional member environment.

Events & Community Engagement

- Plan and coordinate tournaments, events and member activities.
- Coordinate staff, instructors, suppliers and other event requirements.
- Build relationships with sporting bodies, event organisers, partners and community groups.
- Promote participation and develop an active gym community.

Marketing & Business Development

- Develop ideas for membership campaigns, classes, events and promotional activities.
- Coordinate social media and digital marketing activities.
- Work with the outsourced marketing agency and monitor delivery of agreed activities.
- Coordinate trainers and instructors for marketing content.
- Monitor campaign engagement and recommend improvements.
- Identify opportunities to increase membership, participation and event attendance.

Commercial & Service Improvement

- Identify practical opportunities to improve services and member retention.
- Support membership growth and participation.
- Monitor operational performance and recommend improvements.
- Make sound day-to-day decisions without unnecessary dependence on the Owner.

Compliance, Safety & Standards

- Maintain safe, clean and professional facilities.
- Ensure agreed operating and service standards are consistently followed.
- Ensure member facilities, including ladies-only areas, receive appropriate attention, privacy and service.

Financial & Administrative Management

- Manage cash handling and routine financial controls.
- Maintain accurate records and reports.
- Ensure gym systems and administrative processes are properly maintained.
- Provide clear operational updates to the Owner.

Education & Qualifications

- Relevant qualification in **Business, Hospitality, Marketing, Sports Management** or a related field.
- A fitness-industry background is useful but not essential.

Requirements

- Demonstrated experience managing a customer-facing business, facility or service operation.
- Experience supervising staff and maintaining clear operating standards.
- Strong understanding of customer service and ability to handle member concerns calmly and professionally.
- Comfortable working with cash controls, basic reports, scheduling and business software.
- Marketing, social media or agency-management experience for at least one of the two positions.
- Experience organizing events, tournaments or community activities is an advantage, particularly for the Upstairs role.
- Strong communication and interpersonal skills.
- Ability to take responsibility and make sound day-to-day decisions.
- Ability to work effectively with members, staff, suppliers, partners and service providers.
- Ability to work as part of the three-person management team and share information and responsibility with other managers.

Characteristics

- Confident, approachable and comfortable taking responsibility.
- Visible and hands-on in the workplace.
- Organised and able to manage several activities without losing attention to detail.
- Strong communicator who can work with members, staff, suppliers, partners and service providers.
- Commercially aware and willing to suggest practical ways to improve service and grow participation.

- Trustworthy, dependable and able to make sound day-to-day decisions.
- Team-oriented and willing to share information and responsibility with the other managers.

Reporting To

Senior Management

Driving Licence

Not Required

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