



KMW OPERATIONS COORDINATOR POSITION

Get in shape. Go home safe. Krav Maga Worldwide® (“KMW”), the leader in Krav Maga-based self-defense, fitness, and fighting, seeks a **full-time Operations Coordinator** to join the KMW team at its KMW Headquarters Training Center located in Sherman Oaks.

The Company

KMW teaches the official self-defense system of the Israel Defense Forces, which emphasizes instinctive movements, practical techniques, and realistic training scenarios. KMW’s headquarters oversees its corporate-owned training centers, as well as licenses over 120 authorized KMW Official Training Centers™ across the world, and trains thousands of law enforcement and military personnel, together representing more than 1000 government agencies and military forces throughout the United States.

The Sherman Oaks training center offers 10,000 sq ft. of premier space with four spacious training rooms, including a state-of-the art suspended heavy bag system, clean locker rooms and ample free parking (with validation). With over 115 classes on a weekly basis taught by certified and highly-skilled instructors, KMW provides the best training in self-defense and fitness, making the training center a great place to work-out and work.

Join an exciting and dynamic work environment committed to keeping people safe and fit.

The Position

The full-time Operations Coordinator- position is approximately 30-40 hours per week with a start date of August 16, 2019. The Operations Coordinator oversees and manages the front desk and provides support to the Operations Manager (or equivalent) regarding the daily management of the training center’s operations. The Operations Coordinator also leads front desk staff in carrying out administrative/ operational procedures and policies while upholding the training center’s service quality and professional appearance.

Qualifications/Requirements

- Self-starter, creative problem solver, and team player willing to collaborate on various projects.
- Great verbal and written communication skills.
- Friendly, outgoing, and enjoys interacting with people over telephone and in person.
- Enthusiastic about health, fitness/exercise.
- Able to meet deadlines, multitask, and manage changing priorities.
- Detail-oriented and organized.

- Proficient in Microsoft Office Suite (Word, Excel), Adobe Acrobat, and other standard office applications.
- College degree or equivalent work experience (1-2 years) preferred, but not required.

Duties and Responsibilities

Front Desk Management:

- Oversee all front desk operations and lead front desk staff (“FD staff”).
- Address FD staff performance management, scheduling and training issues, and provide timely and relevant performance feedback to front desk staff.
- Oversee the proper handling and processing of member purchases, retail transactions and donations.
- Prepare and submit payroll for FD staff and instructors.
- Perform and direct FD staff to perform front desk duties.
- Work with Operations Manager to create and implement front desk procedures as necessary.
- Create and cultivate a positive, friendly and professional environment among FD staff and the training center generally.

Club Administration:

- Ensure proper implementation and execution of club policies and procedures.
- Assist Operations Manager with maintaining the overall professional appearance, cleanliness and maintenance of training center, provide on-going feedback on operational and/or cultural improvements.
- Report, coordinate and schedule training center maintenance and repairs, and prepare and maintain appropriate documentation and records regarding repairs in accordance with KMW’s Maintenance and Repair policy.
- Regularly communicate updates and disseminate information on club policies, announcements, and special events to FD staff and members, as appropriate through in-club signage, social media (Facebook, websites etc.), and other correspondence.
- Answer questions and address concerns from guests, members, and staff, and relay information to Operations Manager or other departments or divisions as appropriate.
- Prepare and update monthly class schedules, Google calendars (adults and kids), and in-club signage.

Inventory: General and Pro Shop

- Ensure sufficient quantities of club supplies (office and cleaning supplies, training equipment), forms (administrative, membership, belt testing grids), and order and/or obtain club supplies and updated forms as appropriate.

Membership Sales

- Assist with new membership sales
- Enter new member contracts as needed.

Reporting

- Reports to the Operations Manager (or equivalent).

Other Info

- Compensation: \$16.00 per hour depending on qualifications and experience, and 5% commission on personal pro shop sales.
- Medical and dental benefits.
- Paid sick leave.
- Paid vacation for employees working 40 hours or more per week.
- Complimentary membership to corporate-owned training centers.
- Flexible work hours and fun colleagues!

If interested, please send cover letter and resume to humanresources@kravmaga.com, with email subject heading “**KMW OPERATIONS COORDINATOR POSITION.**” Deadline to apply is **August 7, 2019.**

While we appreciate every applicant’s interest, only those under consideration will be contacted and no phone calls will be accepted.