

**CONFEDERATED SALISH AND KOOTENAI TRIBES  
OF THE FLATHEAD NATION  
PO BOX 278  
PABLO MT 59855  
(406) 675-2700  
PERSONNEL OFFICE FAX: (406) 226-2562  
WEBSITE ADDRESS: [csktribes.org](http://csktribes.org)  
E-mail [melanie.piedalue@cskt.org](mailto:melanie.piedalue@cskt.org)**

**\*\*\*\*V A C A N C Y   A N N O U N C E M E N T\*\*\*\***

**TITLE:** Fitness Center Office Manager

**LOCATION:** Tribal Health Department – St. Ignatius

**SALARY:** \$16.89 - \$19.41 per hour, plus benefits - May be employed under contract

**CLOSING DATE:** Thursday, April 4, 2024 at 5:30 p.m. (MST)

**GENERAL DESCRIPTION OF WORK:**

The Fitness Center Office Manager is responsible for managing the daily operations of the front desk, as well as providing administrative support to the fitness center team. The Office Manager will ensure that the front desk operates smoothly, customer inquiries and concerns are addressed in a timely manner, and all operational procedures are followed. This role requires excellent communication, organization, and problem-solving skills.

- Greets customers and visitors in a prompt, courteous and helpful manner.
- Manages and oversees the daily operations of the front desk, including scheduling, customer service, and answering phone calls.
- Maintains accurate records of customer accounts, payments, and membership information.
- Handles customer inquiries and concerns in a timely and professional manner, and escalates issues to supervisor as appropriate.
- Collaborates with other departments to ensure that all operational procedures are followed, and that the center is clean, safe, and well-maintained.
- Develop and maintain relationships with customers to ensure their satisfaction and retention.
- Prepares weekly and monthly reports for supervisor and Tribal Health leadership
- Provides clerical support for the nursing division as well as multiple other divisions including but not limited to Behavior Health, Community Health, Medical, and fitness centers.
- Answers or appropriately redirects questions from patients and the general public regarding services provided in the facility.
- Responsible for registering per current procedure and orienting new clients to the facility.
- Notifies the public of any short term changes to fitness center hours of operations by email, social media, and other platforms.
- Assists with the advertisement of fitness center events and other Tribal Health community events.
- Checks clients in and out via the current check-in and out procedures.
- Maintains appropriate filing systems.
- Responsible for the day-to-day clerical support of the Lead Fitness Center Specialist and the Health and Wellness Coordinator.
- Responsible for obtaining monthly membership fees, as applicable
- Maintains work area and identifies safety hazards in the waiting and fitness areas and reports per established protocols.
- May assist in quality improvement measures including but not limited to client satisfaction and concerns.

Other duties as assigned.

**MINIMUM QUALIFICATIONS (AS REFLECTED ON THE TRIBAL EMPLOYMENT APPLICATION):**

High School diploma or equivalent

At least one year of office management or customer service experience

Knowledge of fitness center operations, preferred

**SUBMIT:**

1. Completed Tribal employment application.
2. Copy of academic transcripts or certifications
3. If claiming Tribal Preference, Proof of enrollment from a federally recognized Tribe if not from CSKT.
4. If claiming veteran's preference, a copy of the DD214 must be submitted.

**SUBMIT ALL OF THE ABOVE TO:** Personnel Office, PO Box 278, Pablo MT 59855, Telephone (406) 675-2700 Ext. 1040, or [personnel@cskt.org](mailto:personnel@cskt.org)

**FAILURE TO SUBMIT ALL OF THE ABOVE INFORMATION WILL RESULT IN DISQUALIFICATION DURING THE SCREENING PROCESS**

**FOR MORE INFORMATION: Contact Paul Phillips at THD (406) 675-2700 Ext. #5209**