

HOUSTON'S FIRST BAPTIST CHURCH

Position Assignment:

Job Title: Front Desk Manager

Department: Fitness & Recreation

Hired By: Associate Director of FRC

Reports To: Associate Director of FRC

Campus: The Loop

Status: Full Time Exempt

Employment Category: IV

Summary of Position: The Front Desk Manager oversees the daily operations, staff supervision, and member services of the Fitness Center and recreation facilities to ensure a safe, welcoming, and well-maintained environment. Responsibilities include managing staffing, training, compliance, facility upkeep, financial tracking, and supporting recreation programs, events, and ministry activities. The role also collaborates with leadership and staff to improve operations, enhance member experiences, and support the overall mission of the organization through fitness and recreation initiatives.

Purpose: The purpose of the Front Desk Manager is to provide leadership and oversight for fitness and recreation operations by creating a safe, welcoming, and engaging environment that supports the physical, social, and spiritual well-being of members and guests. This role exists to ensure excellence in facility operations, staff development, member services, and recreational programming while advancing the mission and values of the organization through fitness and recreation ministry.

Duties & Responsibilities

Facility Operations & Member Experience

- Manage all Front Desk operations related to Fitness Center memberships.
- Oversee and monitor completion and filing of required membership and safety documentation, including Raptor checks, Par-Q's, medical releases, and liability waivers.
- Create and maintain a welcoming environment for members and guests.
- Monitor and promote safety throughout the facility.
- Conduct facility tours for prospective members and guests.
- Monitor and report maintenance needs for exercise equipment and facilities.
- Perform and oversee cleaning of weight rooms and recreation facilities.
- Assist with racking and cleaning free weights and equipment.
- Track and report Fitness Center membership financials.
- Utilize management software to support daily operations and reporting.
- Assist in maintaining inventory of recreation supplies and equipment.
- Assist in overseeing the upkeep of the gymnasium, racquetball courts, bowling alley, game room, and PlayLand.
- Notify leadership of accidents, issues, or operational concerns.
- Actively seek opportunities to improve operations and member experience.
- Work cooperatively with staff regarding facilities, activities, and special events.

Front Desk Staff Supervision

- Hire and effectively train Front Desk staff.
- Supervise Front Desk staff during day-to-day operations.
- Monitor Front Desk staff certifications in CPR/AED/First Aid.
- Responsible for staffing all Fitness Center operations, parties, events, and Promise Land.
- Assist in providing training for recreation ministry volunteers.

Recreation

- Work with the Recreation Staff team to plan and lead recreation programming and events, up to and including VBS Recreation and Church Open Gyms.
- Assist with developing and overseeing intramural sports programs in partnership with Summit Singles Ministry.
- Assist the Minister of Fitness & Recreation in creating new sports and recreation opportunities.
- Assist with planning sports mission trips.

This job description is not all-inclusive and can be modified verbally and in writing by the position supervisor.

Skills Requirements: Select all that apply

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|-------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------|-----------------------------------------------|------------------------------------------------|
| <input checked="" type="checkbox"/> Language skills | <input checked="" type="checkbox"/> Math skills | <input checked="" type="checkbox"/> Reasoning ability | | |
| Computer skills: | <input checked="" type="checkbox"/> Windows | <input checked="" type="checkbox"/> Mac | <input checked="" type="checkbox"/> MS Office | <input checked="" type="checkbox"/> MS Outlook |
| <input checked="" type="checkbox"/> Administration | <input checked="" type="checkbox"/> Service to others | <input checked="" type="checkbox"/> Teacher/Leader | | |
| <input checked="" type="checkbox"/> Good Communication skills | <input checked="" type="checkbox"/> Team builder | <input checked="" type="checkbox"/> Self-disciplined | | |
| <input checked="" type="checkbox"/> Servant leader | <input checked="" type="checkbox"/> Decision maker | <input checked="" type="checkbox"/> Strong work ethic | | |
| <input checked="" type="checkbox"/> Empathy for ministry partners | <input checked="" type="checkbox"/> Attention to detail | | | |

Education and/or Experience: Select all that apply

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|----------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------|
| <input checked="" type="checkbox"/> College graduate preferred | <input checked="" type="checkbox"/> Administrative Experience | <input type="checkbox"/> Personnel Management |
| <input type="checkbox"/> Church Staff experience preferred | <input type="checkbox"/> Other: | |

Organizational Relationships: Reports to Associate Director of Fitness & Recreation Ministry

Working Conditions: Select all that apply

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|-------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------|
| <input checked="" type="checkbox"/> 40-hour work week | <input type="checkbox"/> Additional hours as needed | <input checked="" type="checkbox"/> Occasional off campus activities |
| <input type="checkbox"/> Continuing Education | <input type="checkbox"/> Specialized training | <input checked="" type="checkbox"/> Occasional travel |

Prepared By: Adam Dunlap

Title: Minister of Fitness & Recreation Ministry

Date Prepared or Revised: May 12, 2026

Signature of preparer: _____

I have read and received a copy of my job description. I understand this document overrides anything I have understood in the past. I further understand that I am expected to work according to this job description. If I have questions concerning the work and what is expected of me, I will speak to my direct supervisor.

Employee Signature

Date

Print Name