



OPEX Systems Coordinator

OPEX's purpose is ***to Inspire other to Live a Larger Life.*** That is what we work to impart onto the entire world. We are excited to bring on the next great OPEX team member who will improve the client and employee experience. The environment at OPEX is a fast-paced, dynamic environment that isn't for everybody. If you are driven, results oriented, and an entrepreneurial-minded person, who shares our belief that quality coaching and training is the medium to live larger, we want to talk to you about joining the team.

We provide an outstanding client experience to everybody who "steps foot" inside of our Remote Coaching, Coaching Education, and Gym Licensing Programs. The System's Coordinator designs and executes that digital client experience. To secure this position, you need to love data-driven process improvement because, at OPEX, we trust the truth. Between metrics and surveys, you will have all the information needed to improve the client experience every day.

You will also be employee experience master for OPEX through operations systems fulfillment. As OPEX continues to grow, we need to maintain a strong foundation of support for our current and new employees. You will linchpin the onboarding and training systems, and you will also improve the employee experience through digital platforms such as payroll, health care, 401k, and other employee benefits

OPEX believes in progress and performance whether it is in the gym, in the boardroom, or in outsider endeavors outside of the workplace. To understand how we are performing, we track key performance indicators. For the Systems Coordinator role, some of the key metrics you will be assessed on will be:

- Coach passing rates for quizzes and final projects
- Event statistics
- Merchandise revenue, inventory, and trends
- Client retention metrics and OPEX coaches retention metrics
- Net promoter scores for all business lines
- Client billing and balance consistency
- Employee onboarding and training metrics
- Organization of inventory, receipt tracking, and supplies within the facility

While we are a fitness company, we are accelerating our business operations, and it is critical for a quality candidate to understand these systems and show experience in:

- Organize and handle many different people's questions and experiences

- Compile survey data and organize the data into helpful information to make decisions on course improvements from
- Understand and grow in the use of Customer Relationship Management Systems (CRM's) with a high value placed on experience within the Infusionsoft CRM system.
- Experience and enjoyment within data tools such as Microsoft Excel, Google sheets, and other data tracking systems
- Experience in a customer facing role with an emphasis on virtual project management through systems such as Asana.
- Deep care for clients and coaches who go through OPEX and a great desire to improve their experiences and then take those success stories and tell the world

As the system's coordinator, we expect you to grow within your role. There will be opportunities to build the entire fulfillment platform alongside the rest of the OPEX team.

If this role fits you, we challenge you to take a good look at where you currently sit and where you want to go. Ask yourself "Do I want to work hard, learn fast, face challenges, and help build OPEX." If you are interested, let's talk today to see if there is a great fit!

Please email us your resume at: Jim@OPEXFit.com

www.OPEXfit.com

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