



Hines Center Manager of Community Empowerment Job Description

Position Title: Manager of Community Empowerment

Location: Houston, TX

Company: The Hines Center for Spirituality and Prayer

Position: Part-time

Reports To: Executive Director

About The Hines Center

The Hines Center for Spirituality and Prayer (www.hinescenter.org) is a nonprofit community center focused on mind and body wellness programs in the heart of downtown Houston. The Center hosts classes, special events and private partnership events. The Center was envisioned by the members of Christ Church Cathedral and is a safe neutral space for mental, emotional, and physical health that facilitates inner work and spiritual growth.

The Hines Center Manager of Community Empowerment takes every step possible to ensure that guests, members, vendors and venue rental partners have the best experience possible. This team member is the first touch each person has when entering the Hines Center and leaves the last impression as they move back out into the world. The Manager of Community Empowerment is essential to our team, as they empower each person who walks through the door to take full advantage of every opportunity to be happier, healthier and continue to grow into the person they want to be at the Hines Center.

The Manager of Community Empowerment supports our community in the following ways:



Empowering Communication

- Creating Simple, Eye-catching flyers for placement around the center and for posting on social media
- Understand and communicate different regular classes, meditation sittings, workshops, etc. to our community
- Help communicate Hines Center events to the larger community using community calendars (artshound.com, CultureMap, downtown Houston, chronicle, etc.)
- Constantly survey the Hines Center members and guests for positive and constructive feedback and report to Executive Director to update strategy, systems, etc. to best meet community's needs.
- Understanding retail brands, ingredients, etc. to communicate the benefits to community.
- Develop in-house rewards, community building experiences, and ways to foster a warm, exciting and fun relationship with our community.

Empowering the Hines Center Community

- Frontline resource for all customers and/or members
- Responsible for checking in members and attendees to classes/workshops and facilitating an excellent customer service presence
- Act as concierge for all existing members
- Responsible for qualifying venue rental partnership interest and send to management
- Responsible for all transactions and collecting payment for classes, special events, and workshops
- Monitor all membership accounts
- Ensure member payments and balances are all up to date
- Handle and resolve any customer complaints
- Keep current members and/or clients informed of our in-house products, services and classes.
- Provide feedback on Hines Center retail offerings and share insights on what community members need, want and ask for
- Manage and maintain a clean, attractive lobby area, giving feedback on furniture, supplies and equipment
- Responsible for enrolling memberships and memberships plans to prospects
- Be familiar with upcoming special events, workshops, marketing promotions, and all important updates pertaining to the Hines Center
- Attend and participate in Department meetings



- Maintain the customer relations management (CRM) database and update as needed

Empowering the Movement Studio

- Work with the movement instructors to maintain a clean, neat and safe movement studio (floors cleaned, blankets and bolsters neat, etc.)
- Oversee mat and towel rental process
- Coordinate mat and towel laundering
- Coordinate the cleaning and upkeep of movement studio props (bolsters, mats, blankets, boards and straps)
- Ordering approved movement studio equipment and props as needed
- Maintain communication with movement instructor and contractors in order to communicate any class changes, cancellations, updates, etc.

Empowering the "Front of the House"

- Responsible for answering all internal and external calls including our general email
- Greet all members and/or clients in accordance with Hines Center's brand standards
- Responsible for opening and closing during each shift and communicating effectively to all team members for pass-ons and pertinent information
- Keep track of office inventory and place orders for all office supplies
- Responsible for upholding Hines Center's brand standards
- Support with all onsite special events and/or workshops
- Complete shift checklist before the end of each shift
- Responsible for sending out the Daily Shift Report each day
- Administrative Duties such as filing, faxing, copying, reporting, and more
- Responsible for updating Front Desk Manual as new policies and/or procedures come in and assist in onboarding for new staff
- Perform high quality customer service within brand standards
- Other duties assigned by supervisor or Executive Director

Necessary Skills

- Mindbody System Knowledge
- Understanding of Social Media, Design Apps and Scheduling Software
- Excellent Customer Service Skills
- Excellent Problem Resolution Skills
- Knowledgeable in Sales
- Proactive and Go Getter Mentality



- Excellent Organizational Skills
- Excellent Communication Skills