

		FITNESS ATTENDANT	
Job Description			
Effective Date: 10/28/2024	Revision: B	Document # JD-HR-031B	

Job Title: Fitness Attendant

FLSA Status: Non-Exempt, Part-Time Hourly (less than 28 hours per week).

Reports To: Operations Manager - Fitness

Core Values:

1. **Hardworking** - dedicated, reliable, enthusiastic - we do what we say we're going to do.
2. **Caring** - friendly, helpful, respectful, personable - we go above and beyond for our team members and guests.
3. **Learning** - continuous improvement - we solve problems together.
4. **Honest** - authentic, trustworthy, act with integrity - we do the right thing.
5. **Professional** - we strive for excellence and the highest levels of safety and cleanliness.

Primary Responsibilities

- Deliver exceptional customer service to all guests.
- Welcome and direct facility guests both in person and via phone.
- Communicate facility and program information to guests and staff.
- Process registrations and payments for fitness programs.
- Monitor the fitness areas for cleanliness, customer service and safety, responding to security system alerts.

Specific Responsibilities:

1. Work with other staff to maintain the safety standards, cleanliness, and integrity of HAC facility.
2. Work as an effective team member contributing to and supporting all activities, policies and procedures at Holland Aquatic Center.
3. Perform the responsibilities to set up and take down of equipment and class materials.
4. Attend all in-services, staff meetings, or retraining sessions as designated by Community Wellness and General Manager.

5. Identify facility needs and assist staff and guests in all areas of the facility as needed.
6. Dependable and strong work ethic as well as excellent communication, verbal, and customer service skills. Qualified applicants will possess a high level of professionalism and discretion.
7. Respond to guest needs with service that exceeds expectations.
8. Provide fitness program registration services.
9. Complete various word processing tasks.
10. Monitor and respond to building security systems in coordination with designated staff.
11. Keep the fitness desk area clean and organized.
12. Work as a team with other fitness desk staff to fill scheduling needs.
13. Support additional facility events as needed.
14. Assist in the wellness area with general knowledge of fitness operations.
15. Fold towels, answer phones, and assist patrons with lockers.
16. Provide tours of facility.
17. Dust, vacuum, wipe down all fitness areas multiple times daily including but not limited to the wellness room, track, fitness center and any other space as needed.

Essential Qualifications:

- Minimum age of 18 years old.
- Ability to build relationships with members, clients, and staff.
- Demonstrate a willingness to take direction or input from others.
- Proven ability to project a positive attitude, manner, and appearance.
- Exceptional punctuality and attendance.
- Mature judgment and reliable, ethical behavior.
- Ability to organize and manage several tasks simultaneously.
- Aptitude for technology, including computers and other technical equipment.
- Ability to work well with others.
- CPR and First Aid Certification or ability to achieve certification within 60 days of hire.

Preferred Qualifications:

- Lifeguard Certification
- One or more years' experience working with clients in one on one training or small group training at private or public health and fitness facility or combination of experience and education preferred

- Personal Training or group fitness certified from a nationally certified institute
- Bilingual in Spanish
- Experience with social media, Creative Design, Microsoft, and/or promotional material
- 2-4 year Degree or pursuit in Exercise Science, Kinesiology, Sports Marketing or similar field of study.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, an employee is frequently required to walk, stand, sit, talk or hear. An employee is occasionally required to use their hands to handle, feel or operate object, tools, or controls: and reach with hands and arms. An employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- An employee may be required to lift and/or move up to 45 pounds.
- Must be able to demonstrate in-water lifeguard skills at any time.
- Must be able to demonstrate out of water lifeguard skills at any time.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The position is based in a community aquatic center with a gym, walk/run track, and various fitness equipment.
- The environment is dynamic and requires interaction with a diverse group of patrons.
- The role involves both indoor and outdoor activities, depending on the facility's layout and programs.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.