



## Fitness Center Attendant

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Position Title: Fitness Center Attendant

Supervisor: Sports & Fitness Director

Department: Fitness

Professional Staff Status: Part-Time Hourly (10-20 hours/week)

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### Position Summary:

The Fitness Center Attendant helps monitor and maintain the JCC's fitness center by delivering excellent customer service, engaging members, and ensuring that the areas are operating in a fashion consistent with organizational standards and best practices. This is a customer service-focused position which requires a strong ability to effectively communicate verbally, develop relationships with members, and solve problems efficiently and independently. This position requires long periods of standing and walking.

### Essential Job Functions:

- Greet each member by name and ask if they need any assistance. If they do not need assistance let them be aware that you are available to assist them if something should arise. Continuously walk the room engaging with members, ensuring they are aware that a fitness center attendant is available.
- Actively assist members in using fitness equipment, providing instructions, spotting and best practices.
- Assist and address all member questions and concerns, while providing outstanding customer service.
- Keep all equipment clean. This includes actively wiping down machines and free weights.
- Keep fitness center tidy at all times (check paper towel dispensers, wipes, spray bottles, hand sanitizers, holders for trash; make sure weights are put up in proper location, etc).
- Report any broken equipment, safety concerns, or maintenance issues to a supervisor or the Welcome Desk.

### Job Qualifications

- Ability to work in a public-facing, customer service role.
- Ability to multi-task and manage multiple projects at the same time.
- Excellent interpersonal communication skills.
- Ability to solve problems and work independently.
- Current CPR/AED certification and First Aid training, or the ability to obtain.
- High school degree or equivalent; experience working in an office environment preferred.
- Ability to sit and/or stand for moderate periods of times; ability to lift 20 pounds.