



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FITNESS ATTENDANT JOB DESCRIPTION

Job Title: **Fitness Attendant**

FLSA Status: Non-Exempt Part-Time Hourly

Reports to: Wellness Director

Revision Date: 1/19/21

### POSITION SUMMARY:

These general functions will be carried out in keeping with the goals and missions of the YMCA. Under the direct supervision of the Wellness Director, the Fitness Attendant's primary responsibility is maintaining a clean and safe environment while assisting members with general questions and concerns. This position is also responsible for superior customer service and member retention.

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### ESSENTIAL FUNCTIONS:

1. Demonstrate Character Development values of caring, honesty, respect, and responsibility in all decision making, member and staff interactions, meetings, etc.
2. Ensure overall quality customer service, assist members as needed.
3. Project a professional image at all times including neat appearance and positive manner.
4. Ensure members are following proper Wellness Center procedures.
5. Clock in and out of Paylocity for each shift.
6. Wipe down equipment at least once per hour during shift.
7. Take a tally of participants every hour.
8. Ensure paper towel dispensers are filled, refill if necessary during shift.
9. Do a walkthrough of all fitness areas, check for equipment problems.
10. Complete maintenance forms when needed and place notice on equipment needing attention.
11. Seek professional and personal growth through training events, certifications, and job-related courses.
12. Attend mandatory staff meetings throughout the year.
13. Report all customer concerns/complaints to Director/Coordinator.
14. Greet members cordially and seek to learn the names of as many members as possible.
15. Perform all other duties deemed necessary by the Wellness Director and/or Executive Director.

### QUALIFICATIONS:

- At least one year experience in the area of Health & Fitness.
- Instructor must have excellent verbal and written communication skills.
- Must be knowledgeable of exercise design and implementation.
- Good motivation skills and superior customer service are essential.
- Must be at least 18 years old.
- Must be certified in an approved CPR/AED certification, including a written and practical evaluation.



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**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to use hand, arms, legs, and fingers, and to talk and hear. This position requires standing for long periods of time and may include assisting members throughout the building.

**SAFETY:**

1. Continuously monitor members for signs of distress at all times.
2. Ensure members and guests are following proper safety rules and regulations.
3. YMCA Emergency Procedures must be followed when needed.
4. All accidents or injuries must be immediately recorded on the YMCA Accident/Incident Report and submitted to Director/Coordinator.

**DRESS CODE:**

1. Proper footwear, including closed-toe athletic sneakers must be worn at all times.
2. Trainers must wear assigned YMCA staff shirt and name tag during scheduled work hours. Attire must be professional and neat, no extreme low-cut tights/shorts.

**ENVIRONMENT:**

The Wellness Center is a member service, members and guests must be top priority during your scheduled shift.

**EFFECT ON-END RESULTS:**

The effectiveness of this position shall be measured by:

1. Excellent customer and staff service.
2. Adherence and demonstration of YMCA Character Values in all actions and decisions.
3. Member retention and growth and a good community image.
4. A clean, safe, well-maintained facility with successful, well-attended programs.
5. Safe, happy members who are motivated to live a healthy lifestyle.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_