WELLNESS CENTER FLOOR ASSOCIATE

Work Schedule

- Must be able to work a flexible schedule, including weekends, some evenings, and holidays
- Minimum of 10-20 hours per week

Essential Duties and Responsibilities

- Meets and greets all members and guests of the Fitness Center with the upmost attentiveness and courtesy
- Provides outstanding service to our members and their guests in a professional and courteous manner.
- Must be knowledgeable of Fitness activities and equipment in order to adequately explain them to members and guests.
- Follows opening and closing procedures for Fitness Center.
- Quickly learns member's names and greets members and guests by name as they enter Fitness facility.
- Performs equipment orientations.
- Maintains cleanliness and safety of Fitness Center. Wipes down equipment and mats twice per shift. Reports to supervisor any equipment needing repair.
- Organizes each room with the proper equipment during hourly "Walk through’s”
- Replenishes supplies such as towels, water cups, and disinfecting wipes.
- Enforces Club Rules & Regulations in each room.

Other Functions

- Attends scheduled staff meetings.
- This position guide does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job related duties, as requested.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in
group problem solving situations; Uses reason even when dealing with emotional topics.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Other Skills and Abilities**

- Familiar with cardiovascular equipment and strength training equipment.
- English language fluency to be able to communicate effectively with members and guests, as well as read safety, training, and other work related materials.
- Ability to be able to adapt with a diverse culture

**Other Qualifications**

- Individual should have an outgoing personality.
- Professional demeanor and appearance.
- Fitness experience
- Highly motivated individual with positive outlook.
- Team player.

**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, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.
**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing 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, the employee is regularly exposed to moving mechanical parts. The noise level in the work environment is usually moderate.