



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **BILLINGS FAMILY YMCA JOB DESCRIPTION**

Job Title: Fitness Floor Attendant  
Reports to: Wellness Coordinator

FLSA Status: Part-time, Non-Exempt  
Revision Date: 8/2020

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### **POSITION SUMMARY:**

The Fitness Floor Attendant shall be responsible for the implementation and administration of member safety on the wellness floor, instructing members on proper use of the fitness equipment, and keeping all the cardio and fitness equipment clean and safe.

### **ESSENTIAL FUNCTIONS**

- Be on the fitness floor to talk with and assist members.
- The cardio, upper deck, stretch area, free weight and Get Started rooms need to be continually monitored for member service and safety.
- Be alert of new and existing members exercise techniques and be able to talk and assist members as needed.
- Maintaining over cleanness of machines and equipment by following the deep and daily cleaning schedules acknowledging with initials.
- Organization of equipment in Stretch Room, Upper Deck, & Free Weight Room.
- Usage numbers, members need to be accounted for on the fitness floor at the top of the hour and at 15 minutes to the hour in the Free Weight and Get Started Rooms.
- Walk through of the Free Weight Room Get Started Room, Cardio, Fitness Floor, Upper Deck, Landing above Flanagan Gym and Track every 20 minutes.
- Maintain that towels are properly folded and stocked.
- Maintain daily safety inspection of all cardio and fitness equipment.
- Help and encourage new and existing members with an orientation of the cardio and strength equipment.
- Carry the Walkie Talkie while on shift at all times.
- Insure all proper paperwork is completed during the orientation process.

### **CORE COMPETENCIES (ALL STAFF):**

#### **CUSTOMER SERVICE**

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.

- Embrace new approaches and discover ideas to create a better member experience.

### **MISSION ADVANCEMENT**

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

### **TEAMWORK**

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seeks every opportunity to encourage, motivate and thank fellow staff members for their work. Completes S.T.A.R. slips to thank and recognize a job well done by others.
- Be knowledgeable about YMCA programs. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date all internal communication.

### **OPERATIONAL EFFECTIVENESS/SAFETY**

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.
- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.
- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

### **QUALIFICATIONS:**

- Must hold current certification in CPR and 1<sup>st</sup> Aid training
- Must have the physical endurance to stand for extended periods of time.
- Must be able to lift up to 50 lbs.

### **PHYSICAL DEMANDS:**

- Must be able to lift and move up to 45lb plates and barbells. Must have the ability to walk around the entire Fitness areas, make rounds up and down stairs, and sitting for only 10 minutes at a time maximum.

**This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.**

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_