



## Classification Description

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**Job Title:** Fitness Center Attendant II

**Pay Grade:** TEMP  
Schedule

**Job Code:** 8104A

**FLSA Status:** Non-exempt

### **Job Purpose**

The Fitness Center Attendant II monitors daily safety and security of the Fitness Center while delivering outstanding, safe, and fair customer service. Ensures the safety of facility patrons by preventing and responding to emergencies.

### **General Responsibilities**

#### **Essential Functions**

Monitors access to the Fitness Center by scanning FSW BUC Card before granting admission to the facility. Also monitors access to all fitness and campus recreation program activity areas.

Executes all opening and closing procedures.

Understands and enforces all facility and employee policies and procedures as related to the Fitness Center.

Monitors Fitness Center Attendant I staff have arrived to shift on time and ensures they follow all duties and responsibilities throughout shift.

Confirms that Fitness Center Attendant I staff have a proper balanced drawer at the beginning and end of each shift.

Provides quality customer service. Answers all patron questions; refers questions as needed in a timely manner to Fitness Center management. Acts in a professional manner at all times.

Recognizes and responds effectively to incidents and emergencies. Provides proper emergency care (first aid/CPR/AED) when necessary.

Records statistical data for facility safety and area usage.

Completes written reports and documents.

Leads facility tours as requested.

## FITNESS CENTER ATTENDANT II

Possesses a general knowledge of all cardio and strength fitness equipment.

Must be prepared and organized.

Maintains a safe and controlled environment; identifies hazardous conditions, and eliminates or minimizes them.

Reports for duty and returns from breaks punctually.

Wears appropriate uniform.

Adheres to posted job schedule.

Attends staff meetings and in-service trainings, as directed.

Performs light housekeeping and maintenance duties.

In the absence of Fitness Center Attendant I, Fitness Center Attendant II would perform the following responsibilities and duties:

Issues equipment used by participants and keeps track of the inventory of equipment. Upon return of equipment, checks the equipment to insure that it has not been damaged.

Sells designated products to patrons while maintaining a balanced cash register.

Performs additional duties as assigned by Fitness Center Management.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

High School diploma or GED.

FSW enrolled student.

Positive attitude and desire to assist customers.

Ability to self-motivate with little or no supervision.

Effective verbal and written communication skills.

## FITNESS CENTER ATTENDANT II

Capability to withstand possible continuous standing during shift.

### *Certification Requirement:*

Obtain the American Heart Association CPR & First Aid Certification within 30 days of hire.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

## FITNESS CENTER ATTENDANT II

- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking and standing. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Fitness Center.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 27, 2017.