

Front Desk Associate- Fitness Center

Dept/Div: Parks & Recreation

FLSA Status: Part-Time

General Definition of Work

Responsible for monitoring all activities of the fitness center, providing program information, and issuing recreational equipment. Responsible for greeting and directing members, guests, and staff as they enter the fitness center. This position will provide assistance to member requests along with inquiries about gym operations and policies as well as perform various administrative duties as directed by supervisor.

Qualification Requirements

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

Essential Functions

- Monitors all activities of the fitness center.
- Admits members and guests into fitness center in accordance with the "Membership Policy"; checks proof of membership of each person seeking to use facility; accepts fees and provides receipts; obtains signature of each daily admission using the facility and records fees paid.
- Answers phone in a professional and courteous manner and uses proper phone greeting techniques. Responsible for addressing the caller's requests and/or takes appropriate messages.
- Maintains cleanliness of general fitness areas, locker rooms, restrooms, and pool deck. Performs routine walk throughs and hourly checklists to ensure member safety and proper pool chemistry.
- Distributes equipment such as racquetballs, racquets, etc.; ensures proper use and return of equipment.
- Assists in resolving participant complaints by recording complaints and referring to appropriate supervisor.
- Immediately reports all injury/incidents to supervisor and assists in collecting information to complete all forms necessary.
- Secures all cash receipts and building at closing time.
- Supervises community service workers.
- Available to work after-hour rentals and special events as needed.
- Maintain proper hygiene and wear appropriate attire while on duty.
- Must maintain regular attendance and attend all meetings and training courses.
- Performs other duties as directed by supervisor.

Knowledge, Skills, and Abilities

Basic knowledge of fitness, health, and wellness. Excellent customer service skills and the ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with associates, supervisors, department heads, businesses, and the general public. Understanding of basic cash processing procedures and functional computer skills.

Education and Experience

Must be at least 16 years of age and have some experience with cash handling and working with the public. Education and experience sufficient to successfully perform the essential functions of the job.

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Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel and occasionally requires standing, walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work occasionally requires working near moving mechanical parts, exposure to fumes or airborne particles, and exposure to toxic or caustic chemicals; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- Must pass City of Gatesville cash handling test within 2 weeks of hire.
- Must pass a background check.
- Must pass basic CPR, AED, and First Aid test provided by supervisor.
- Must pass City of Gatesville cyber security training annually.