



JEFF ROUSE SWIM & SPORT CENTER

Job Description

Job Title	Fitness Assistant
Department	Fitness
Location	Stafford, VA
Reports to	Fitness Director
Approved By	Eastern Sports Management
Approval Date	04/01/2017

Level	Type of position: <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary	Travel	Amount Required: <input checked="" type="checkbox"/> None <input type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

JOB DESCRIPTION

The Fitness Assistant's first responsibility is to ensure outstanding customer service in the Jeff Rouse Swim and Sport Center's Fitness Center. This position will help all members and guests feel welcome and comfortable using all equipment. The Fitness Assistant is responsible for maintaining cleanliness of the fitness center equipment and to keep the center looking its best at all times. This part-time position reports directly to the Fitness Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- To build a great rapport with members on the fitness floor
- Assisting members within the fitness center as needed
- Managing fitness center protocols
- Organizing free-weight area and cleaning fitness center equipment
- Constantly circulating throughout fitness center floor
- Cooperating with other JRSSC departments and staff as needed
- Report any maintenance needs or equipment issues to the Fitness Director immediately
- Strong interpersonal communications skills for interacting with members and guests
- Knowledge of methods, materials, and equipment used in fitness center
- Ability to operate fitness equipment and recognize potential safety or equipment issues
- Ability to use good judgement
- Ability to display enjoyment of fitness and experience with personal fitness
- Must demonstrate knowledge in use of fitness center equipment
- Knowledge of & respect for Jeff Rouse Swim and Sport Center Mission
- Knowledge of the rules and regulations of JRSSC, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the Fitness Director and/or the General Manager

SUPERVISORY RESPONSIBILITIES

- This job has no supervisory responsibilities

COMPETENCIES

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

- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- 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.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; supports organization's goals and values.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Maintains customer satisfaction.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Uses time efficiently.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

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.

Education and/or Experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: No skills needed.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Upon hire and training, the individual must be able to successfully utilize the Jeff Rouse Swim and Sport Center Timeclock software.

Certificates, Licenses, Registrations: No required certifications.

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

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.

I, _____ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this JRSSC Fitness Assistant Job Description.

Employee's Signature

Date

Fitness Director (Print Name)

Fitness Director Signature

Date

Human Resources (Print Name)

Human Resources Signature

Date