



Job Title: Wellness Center Lead Attendant
Department: Wellness
FLSA Status: Non-Exempt, Hourly, Part-Time
Revised Date: Created 1/21/25 (Council)

Accountability

Under the direction of the Executive Director of the Wellness Center, Assistant Recreation Director, respectively.

Job Summary

Responsible for opening or closing the facility, greeting patrons as they enter the facility, utilizing a point-of-sale (POS) system or cash register to accept fees, answering phones or other inquiries, enrolling patrons for memberships or other programs, the monitoring and observing of patrons, and assisting with the keeping of a neat and safe facility.

Essential Job Functions

Opens or closes the facility and may serve as point-of-contact in times when Executive Director, Assistant Director, or Child Care Director is unavailable. Greets and assists patrons in the front desk area with registering for daily access, programming enrollments, and memberships. Answers general inquiries in-person or by phone. Maintains active vigilance of the gym, studio, locker room, and weight room areas through circulation every 15 to 20 minutes to ensure patrons are not in distress; recognizes and responds to emergency situations immediately and effectively based upon established policies and procedures. Knows, understands, and consistently enforces safety rules, policies, and guidelines of the facility. Inspects facilities during circulation times and reports unsafe conditions and equipment to Executive Director or Assistant Director. Assists with maintaining of a neat and safe facility by returning equipment or materials to their rightful place. Completes records and reports as required, arrives punctually to scheduled shift times, and maintains proper dress code at all times. Attends and participates in staff meetings or trainings as are required.

Additional Duties and Responsibilities

May support any afterhours building needs and activities as required (infrequently); may assist with the setup or teardown of equipment to prepare for future programming or access; other duties as assigned.

Knowledge, Abilities and Skills

Thorough knowledge facility policies, programming, and other pertinent information for public inquiries. Good oral communication skills to deal courteously and effectively with all ages of the public. Ability to apply first aid or CPR measures. Ability to sit or stand for extended periods of time; lift up to 50 lbs., experience occasional exposure to wet/humid conditions and/or pool chemicals, and to climb, balance, bend, stoop, kneel, and work in a crouched position. Capability to use a cash register, POS system, and a computer to log hours and to work during weekdays, mornings, evenings, and/or weekends as is scheduled.

Job Requirements and Experience

Must be at least 18 years old AND have at least six (6) months experience as Wellness Center Attendant or equivalent; Previous customer service, point-of-sale (POS) system, and cash handling experience is preferred; Must be able to complete the First Aid and CPR Certification within the first 90 days of employment.

Note: *The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.*