

**Employee Name:**



The Mission of SHARE is to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas

## **Job Description Fitness Assistant**

<b>Reports To:</b> Fitness Director	<b>Location:</b> 6
<b>Type of position:</b> Hourly	<b>Grade:</b> 23
<b>Benefits Eligible:</b> No	<b>ID:</b> 75
<b>Routine Driver:</b> No	<b>Tier:</b> 1
<b>EEOC Classification:</b> Service Worker/Non-Supervisory	

### **Position Summary**

Responsible for excellent customer service as the first point of member contact on the fitness floor. Meets and greets every person entering the area, answers the phone, disseminates information, offers basic machine operation instruction, information about programs/services and opportunities to cross train. Responsible for providing new member screening, testing, and orientation.

### **Qualifications**

Basic understanding of fitness and health with knowledge of clinical and medical terminology. Minimum one year of experience in a health center, physical training environment or educational equivalent. Must be able to communicate well and have excellent problem solving skills. Must possess good telephone skills including good diction. Must be able to present a warm friendly personality and the ability to understand meet customer's needs.

### **Certifications**

Certification preferred in health and fitness field from nationally recognized certifying agency (ACE, AFAA, ACSM). Current certification in CPR and First Aid required must be obtained within 90 days of hire. The cost for CPR certification will be reimbursed by HFC.

### **Physical Requirements**

#### **Light to Medium work**

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as typewriters and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

#### **The minimum requirements of this position require this individual to:**

- Perform repetitive tasks and/or motions
- Hear alarms/telephone/normal speaking voice
- Have good eye-hand-foot coordination
- Have clarity of vision with/without corrective lenses
- Must be able to negotiate stairs

### **Other Requirements**

- Furnish own transportation
- Must keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, national origin, handicap or age in admission or access to or treatment or employment in its programs or activities. The current President / CEO of SHARE FOUNDATION, has been designated to coordinate efforts to comply with the Americans with Disabilities Act of 1991 which prohibits discrimination on the basis of handicap

### **SHARE IMPACT Values**

The values of SHARE are:

**Integrity - Motivated - Professionalism - Adaptability - Compassion - Teamwork**

Your behavior and the values you demonstrate in the workplace have a direct IMPACT on mission fulfillment, the work environment and the people you serve. You will be evaluated on the demonstration of these values in the performance of your work and in your daily interaction with others. You must be successful in both the demonstration of these values and the successful performance of the essential job functions required on this job description.

### **Evaluation Instructions**

**Evaluation Key:** Met (M) Needs Improvement (NI) Not Met (NM)

Complete electronically or in ink. Do not erase or use white out and initial any corrections.

Give a key for all requirements. Include documentation for NI or NM keys in the comments field. Document any goals that are set during the evaluation. Give employees the opportunity to make comments or to respond in writing. Complete the

recommendations section. Signatures are required from the supervisor and the employee.

### **Essential Job Functions**

<b>Requirement</b>	<b>Key</b>	<b>Evaluation Comments</b>
Speak to each member entering the area as they come in with a smile and empathy. Make every effort to introduce yourself and learn their names and treat them as individuals. Use professional conduct at all times with members and staff. Promote the philosophy that all individuals entering the center should be treated with respect, kindness, and professionalism		
Supervise member use of fitness floor equipment and refer members to Fitness Trainers for assessments		
Perform general cleaning and maintenance of equipment Circulate fitness floor to maintain helpful relationships with members and staff.		
Promote member programs and services, encourage cross training and other activities to assist members in attaining their fitness and health goals.		
Assist with cleaning and maintaining a safe fitness environment at all times. Report maintenance issues immediately to Fitness Director		
Use good listening skills when member or staff issues arise and utilize professional problem solving skills. Defer to Fitness Director if issues need further arbitration.		
Complete assignments consistently.		
Assist with equipment distribution when needed by members.		
Report all incidences and injuries using proper forms to the Fitness Director.		
Ensure all policies and procedures of HFC are being followed by participants.		
Use professional conduct at all times with members and staff.		
Develop proficiency in the operation of all fitness floor equipment, the HFC computer and telephone system		
Keep up to date on all center rules, programs, costs, hours of operation special events and personnel. Give out accurate information to all inquiries.		
Handle incoming telephone calls, take accurate messages and distribute appropriately. Schedule appointments and take payments.		
Coordinate along with member service and sales staff the procedures for membership inquiries and prospect tracking for both phone and walk in leads.		
Preform light cleaning duties as requested		
<b>Adhere to Policies and Procedures</b>		
Demonstrate an understanding of how SHARE's IMPACT values help achieve our mission to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. Demonstrate those values on a daily basis and be willing to overcome behaviors that negatively impact relationships with co-worker's and the people we serve.		
Adhere to punctuality, attendance and absenteeism policies		
Adhere to dress code standards		

This job description is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder of this position may differ from those outlined in this job description and other duties, as assigned, may be part of this job. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position.

### Evaluation Summary

Met last year's goals:

**Evaluation Goals for Up Coming Year:**

- 1.
- 2.
- 3.
- 4.

**Recommendations:**

**Employee Comments:**

**Employee Signature:**

**Date:**

**Supervisor Signature:**

**Date:**

**ED Review:**

**HR Review:**