



The Jamestown Parks and Recreation Department is dedicated to providing and preserving the highest quality of parks and program services for our citizens as possible with the resources available

<b>Job title</b>	Wellness Attendant
<b>Reports to</b>	Wellness Programs Supervisor
<b>Salary Range</b>	\$8.50-\$10.00 per hour
<b>Classification</b>	Part time, Non-Exempt

### Location

This position will be located at the Two Rivers Activity Center (TRAC). TRAC is a state-of-the-art recreation center designed to support health and wellness for all ages. Our cause is to make our community the best place to live and play by providing resources, programs and opportunities that promote health and well-being. Our work focuses on; health and wellness programming, recreational and leisure activities, and youth development.

We value;

- **Community-** We are all in this together.
- **Quality-** We provide an exceptional experience.
- **Integrity-** We act with high ethical standards.
- **Inspiration-** We believe in what we do to make a difference.

### Job Summary

Under the general supervision of the TRAC Wellness Programs Supervisor, the Wellness Attendant will provide floor coverage in cardio and strength areas during facility's operational hours. Monitors safe and proper usage of exercise equipment, performs all cleaning duties associated with position, and encourages and enforces facility policies and guidelines. This role reports directly to the Wellness Programs Supervisor.

### Core Competencies

#### Guest Service

- Interacts with guests/families in a warm and friendly way.
- Listens to understand what guests/families have to say.
- Takes immediate action to meet guests/family requests or needs.

#### Safety

- Recognizes safety hazards and takes corrective action; seeking assistance when needed.
- Demonstrates knowledge of operational policies and procedures.

- Performs work safely, without causing harm or risk to self, others or property.

### **Mission and Values**

- Demonstrates personal commitment to the Mission and Values of Jamestown Parks and Recreation and Two Rivers Activity Center.
- Initiates collaboration with others outside of service area.
- Models accountability for learning by sharing knowledge and learning from others.
- Regular and predictable attendance is required.

### **Interpersonal/Communication/Relationships**

- Builds effective working relationships.
- Expresses appreciation to others for their work.
- Treats others with respect.

### **Equipment**

- Demonstrates skill in use of equipment relevant to position; verbalizes knowledge of appropriate safety procedures.
- Identifies equipment problems; seeks out appropriate person to make repairs, consistently informs appropriate person of problems encountered with repairs or calibration of equipment.

### **Duties and responsibilities**

- Delivers uncompromising guest service responding immediately to customer requests, inquiries and concerns.
- Actively engages in conversation with guests and listens to ensure their questions and needs are fulfilled.
- Builds effective, authentic relationships with guest; helps guests connect with each other and TRAC; introduces new guests to group exercise communities based on their health and well-being goals.
- Monitors safe and proper use of exercise equipment and implements “duty to warn” when necessary.
- Performs orientations to the cardio and strength areas including introduction on how to use equipment.
- Performs all cleaning duties as outlined in the cleaning checklist.
- Makes rounds every 15-20 minutes to ensure fitness area is safe and clean.
- Immediately reports any equipment malfunction, environmental risk, or shortage of supplies to supervisor or facility maintenance staff.
- Attends all staff meetings and trainings.
- Other duties as assigned by Wellness Programs Supervisor.

### **Qualifications**

#### **Education**

- Graduation from high school or equivalent required.

- National accredited fitness certification or working toward a degree related to exercise or health and fitness preferred.

### **Experience**

- Previous experience in fitness related setting and experience with customer interaction preferred.

### **Certifications/Licensures**

- CPR/AED and First Aid Certification (will provide course).

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

- Experience using various exercise equipment including but not limited to free weights, functional training equipment, selectorized machines and cardiovascular machines.
- Knowledge of fitness and health
- Ability to develop and maintain effective working relationships with employees, guests, and the general public.
- Effective communication skills both verbally and in writing, to a wide variety of staff and guests.
- Ability to multi-task handling a high volume of business demands and service requests each day.

### **Working conditions**

This position will require the attendance at regular team meetings, trainings and special planned events. Applicants should have a flexible schedule as shifts may include nights and/or weekends.

All applicants will be subject to a criminal background check.

### **Physical requirements**

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, this employee is in an indoor setting where he or she may be subject to noise and distraction; may require muscular exertion and/or physical strain; requires use of fine motor skills to operate a computer, keyboard, and mouse, and must sit, stand, walk, bend, stoop, crouch and kneel. Must be able to speak, hear, and understand the English language. This employee occasionally is required to lift and/or move up to 50 pounds.

### **Direct reports**

This position is not responsible for the direct supervision of other staff members.

---

<b>Approved by:</b>	<i>Amy Walters, TRAC Facility Manager</i>
<b>Date approved:</b>	<i>June 26, 2017</i>
<b>Reviewed:</b>	<i>June 26, 2017</i>