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YMCA JOB DESCRIPTION

Wellness Floor Attendant

Job Title: **Wellness Attendant**

Job Code:

FLSA Status: Hourly

Job Grade:

Reports to: Wellness Director

Revision Date:01/01/2015

POSITION SUMMARY:

Under the direction of the Wellness Director and consistent with the Christian mission of the YMCA, the Wellness Attendant's responsibilities include but are not limited to: Greeting members and verification of status, developing member relationships, facilitating a positive experience for the members, maintaining the cleanliness of the Wellness Center lobby and locker room, various housekeeping duties and promotion of volunteerism within Wellness.

ESSENTIAL FUNCTIONS:

- Developing member relations through greeting and interaction with members.
- Conducting check in procedures for members and verification of status.
- Promoting total YMCA programming.
- Assisting members on scheduling appointments with Wellness Instructor(s).
- Cleaning of Wellness Center, Lobby area, Mayo room and Locker rooms.
- Perform daily checks on assigned areas to ensure that standards are met.
- Serve as a presence in the Wellness Center providing support for members by being available to answer any questions.
- Participate as a team member in performing duties necessary to clean and maintain the facility.
- Recruiting and working with volunteers.
- Attend meetings/trainings and assigned events.
- Know and understand the YMCA and branch policies and procedures.

YMCA COMPETENCIES

Mission Advancement: The incumbent shall have performed his/her duties satisfactorily when his/her staff are working at an overall good level of performance, facility care is evident, program quality and variety is in place, finances are on track, committees are meeting on time and overall image an perception of the work area is good and well liked which will relate to increased members and retention.

Collaboration: Develops strategies to ensure staff and volunteers reflect the community. Builds and nurtures strategic relationships to enhance support for the YMCA. Serves as a community leader building collaborations based on trust and credibility to advance YMCA mission and goals. Communicates for influence to attain buy-in and support of goals. Provides tools and resources for the development of others.

Operational Effectiveness: Integrates multiple thinking processes to make decisions. Involves members and community in the development of programs and activities. Ensures execution of plans. Institutes sound accounting procedures, investment policies and financial controls. Assigns clear accountability and ensures continuous improvement.

Personal Growth: Fosters a learning environment embracing diverse abilities and approaches. Creates a sense of urgency and positive tension to support change. Anticipates challenges that can sidetrack or derail growth and personal learning. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- CPR/AED trained within 1 month of hire
- General knowledge of Wellness equipment and its uses
- Strong communication skills
- Basic understanding of Wellness through previous personal/job experiences
- Once hire, completion of YMCA's New Employee Orientation