



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

JOB DESCRIPTION

Job Title: **Fitness Floor Attendant**

Reports to: Health, Wellness & Sports Director

POSITION SUMMARY:

The Fitness Floor Attendant is responsible for overall safety of members using the Fitness Floor, cleanliness of all machines and interacting with and assisting with any questions members may have.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y.
2. Greet and assist all members, potential members, program participants and staff in a courteous, professional and friendly manner.
3. Provide basic orientation of the weight and cardio machines to members.
4. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
5. Responsible for cleanliness of fitness floor and safety of members.
6. Builds relationships with members; helps members connect with one another, group exercise classes and to the YMCA.
7. Provide membership and program information and requirements in an accurate and courteous manner to the best of your ability.
8. Handles and resolves concerns and informs supervisor of unusual situations or unresolved issues.
9. Applies all YMCA policies dealing with member services.

QUALIFICATIONS:

1. Certifications: CPR within 30 days of hire.
2. Excellent interpersonal and problem solving skills.
3. Previous customer service or related experience.

Mason City Family YMCA

1840 S Monroe Ave, Mason City, IA 50401
P: 641-422-5999 www.masoncityymca.org