

Fitness Attendant Position Description

Purpose

This position is responsible for oversight and supervision of the fitness areas in the SRWC while on shift. Individuals holding this position must be able to solve on-the-job issues by utilizing effective critical thinking and decision-making skills. This person is responsible for providing a clean, safe and welcoming environment for all users of the SRWC. Lastly, this person is responsible for providing quality customer service by assisting patrons.

Minimum Qualifications

- Current CPR/AED and First Aid Certifications Required (upon one semester of hire date)
- UNLV Risk Management HIPPA Training (upon one semester of hire date)
- Must be available to work a minimum of 10-15 hours per week.
- Minimum GPA requirements: Semester GPA: 2.0 Cumulative GPA: 2.25
- Full time/Part time student.
- Experience and knowledge of various fitness equipment
- Must be able to lift and carry 45 lbs for short distances

Preferred Qualifications

- Experience with Rec Trac or a point of sale software program.
- Experience in multiple positions in Campus Recreation.
- Interest or Field of study related to health and fitness.

Duties and Responsibilities include, but are not limited to:

- Provide customer service through: interacting with patrons, assisting with spotting, educating participants on how to use equipment, and answering questions.
- Ensure the fitness area remain clean and organized; organize dumbbells, weight plates, and bars. Disinfect and clean equipment.
- Actively supervise the fitness mezzanine and cardio areas.
- Maintain a clean and tidy work space.
- Serve as a first responder in emergency situations and follow emergency protocols set by SRWC.
- Act in a professional manner by upholding SRWC policy when involved in conflict management with patrons, students and staff.
- Proper radio protocol and response in a timely manner, includes radio communication to SRWC, Wellness and Custodial Staff.
- Perform opening/closing procedures of the fitness floor and cardio areas.
- Attend mandatory meetings and semester trainings.
- Actively marketing and promoting current facilities and programs hosted by Campus Recreational Services.

Staff Development:

- Maintain a standard of performance on daily tasks.
- Attend regularly scheduled departmental meetings for all areas necessary.

- Maintain communication with other Campus Recreational Services Team members regarding positive recognition, performance reviews, substitution, and schedule conflicts.
- Communicate clear and concise information as needed to patrons, students, emergency medical service personnel and police services.
- Practice peer education to develop student staff growth and success.
- Adhere to all SRWC guidelines and non-negotiables.

Criteria for Success

Fitness Attendants will be evaluated on their performance each semester. The staff evaluation process consists of a self-evaluation, peer evaluation, and supervisor evaluation. The staff evaluation measures the following objectives:

- Ability to display a positive attitude for all patrons and CRS staff.
- Ability to prioritize tasks, manage time and balance professional and personal commitments.
- Ability to follow policies and procedure, arrive prepared and on time for work and consistently demonstrate service excellence.
- Ability to work with others and collaborate.
- Ability to be effective in oral and written communication.
- Ability to understand and appreciate human differences including race, ethnicity, ability, religion, age, class, educational level, size appearance. Language and marital status.
- Ability to assess a situation and make well informed decisions independently.
- Ability to positively promote UNLV and CRS to peers/patrons and take initiative to be involved throughout campus.
- Ability to provide superior customer services through all interactions.

Transferable Skills

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| • Conflict Management | • Policy Enforcement |
| • Patron Supervision | • First Aid/CPR/Responder |
| • Oral and Communication Skills | • Marketing and Promotion |
| • Customer Service | • Time Management |
| • Multi-Tasking | • Working with Diverse Populations |

Pay Rate: \$8.25 per hour

Minimum Hours: 10-15 hour per week