

Position Title: Fitness Center Operations Associate

Location: Rec/IM 2nd Floor

Position Overview: As a Fitness Center Operations Associate, you will be vital in maintaining cleanliness, enforcing policies, and fostering a welcoming environment within our fitness center. This position requires a proactive and detail-oriented individual passionate about promoting a positive experience for all members and guests.

Responsibilities:

1. Cleaning and Maintenance:

- Perform regular cleaning duties to ensure the fitness center is always kept clean and sanitized.
- Clean and disinfect fitness equipment, surfaces, and amenities according to established protocols.
- Monitor and restock cleaning supplies as needed to maintain a hygienic environment.
- Report any maintenance issues or equipment malfunctions to the appropriate personnel for timely resolution.

2. Enforcing Policies:

- Enforce fitness center policies and guidelines to ensure the safety and well-being of all patrons.
- Monitor member activities to ensure compliance with facility rules and regulations.
- Address any policy violations or misconduct professionally and courteously.
- Provide assistance and guidance to members regarding proper equipment usage and safety protocols.

3. Customer Service and Hospitality:

- Greet members and guests with a warm and friendly demeanor upon arrival.
- Assist members with inquiries, membership sign-ups, and facility orientations as needed.
- Foster a welcoming and inclusive atmosphere by engaging with members and building positive relationships.
- Respond to member feedback and concerns promptly, seeking resolution when necessary.

4. Safety and Emergency Response:

- Maintain a thorough understanding of emergency procedures and protocols.
- Monitor the fitness center environment for potential safety hazards and address them promptly.
- Take appropriate action in the event of an emergency or medical incident, including contacting emergency services if needed.
- Conduct regular safety inspections and ensure fire, health, and safety regulations are adhered to.

Qualifications:

- Must be enrolled in at least 6 credits.
- Prior experience in a customer service or hospitality role, preferably within a fitness center or similar environment.
- Strong interpersonal skills with the ability to communicate effectively and professionally with diverse individuals.
- Detail-oriented with a commitment to maintaining cleanliness and organization.
- Ability to enforce policies consistently and handle challenging situations with tact and diplomacy.
- Basic knowledge of fitness equipment and exercise techniques is advantageous.
- CPR and first aid certification (or willingness to obtain upon hire).

Physical Requirements:

- Ability to stand, walk, and move around the fitness center for extended periods.
- Capable of lifting and carrying equipment and supplies weighing up to 50 pounds.
- Flexibility to work a varied schedule, including evenings, weekends, and holidays as needed.

Join Our Team: If you are passionate about promoting health and wellness and thrive in a dynamic customer service-oriented environment, we invite you to join our team as a Fitness Center Operations Associate. Apply today to be part of our mission to empower individuals on their fitness journey while providing exceptional service and support.