



**EASTERN MICHIGAN UNIVERSITY
STUDENT
RECREATIONAL/INTRAMURAL
DEPARTMENT**

CARDIO ROOM ATTENDANT

PAYRATE: \$9.65/hour

BASIC FUNCTION

The primary function of the cardio room attendant is to provide a high level of customer service to all patrons and swipe IDs. The cardio room attendant is also expected to monitor the safety and cleanliness of the room/equipment. Cardio room attendants must be cordial and welcoming to all patrons that walk through the door. Help foster this by getting to know who routinely comes in during your shift(s) and interact with them. We want to create positive experiences. Satisfied patrons support a positive work environment. If someone believes we are providing a safe, clean, well-maintained facility, they will come back.

DUTIES

- Know and practice Rec/IM student employee policies and procedures as stated in the Student Employee Handbook.
- Understand and utilize the ID checker function on Fusion.
- Do NOT leave the cardio room unattended. Contact the supervisor if a break is needed.
- Dispose of trash on the ground, look for lost and found items that can be taken to the membership office, and make sure all lockers are empty at the end of the night.
- You are responsible for all information sent via WhenToWork. Please check your email regularly.
- Responsible for understanding information in Membership Handbook and Student Employee Handbook

Cleaning Equipment:

- Patrons are expected to use the disposable disinfectant wipes in dispensers located in the room to wipe down equipment after use. Contact supervisor if container(s) are empty. If containers are empty, it is the cardio room attendant's responsibility to fill them once the supervisor brings replacement wipes.

Equipment Maintenance:

- If there is a piece of equipment reported broken, let the supervisor know during their next round. Also, communicate with the GA of fitness programs (Eric Antolak) that there is a broken machine via email or paper note.
- Utilize one of the "Out of Order" signs located at the desk so that the machine doesn't continue to get used.
- If there are nuts, bolts, screws, and other pieces of equipment on the ground (not attached to the equipment), put them on the GA of fitness programs (Eric Antolak)'s desk at the end of the shift.

Cardio Room Policies must be consistently enforced by the attendant:

- Patrons under the age of eighteen must be supervised by an adult at all times.
- Proper athletic apparel and shoes are required before using equipment. Open toe or open heel shoes are prohibited. Shirts must be worn at all times. Sports bras are not considered shirts.
- Patrons may not have food in the cardio room. Drinks in closed plastic/aluminum containers are acceptable.
- Patrons must place coats/jackets and/or bags in lockers located in the cardio room and cannot leave personal belongings behind the counter area.
- Any patron abusing the equipment should be asked to use the equipment properly or refrain from using it. Contact the supervisor if any problems arise.
- Attendant is responsible for asking patrons to return the accessory equipment after use. Contact the supervisor for assistance in this matter.
- No equipment is permitted to leave the cardio room at any time.
- Accessory equipment should be maintained in the crates located outside the counter area.
- The lights in the cardio room must remain on at all times.
- Music is not allowed to be played in the room under any condition. If a patron would like to listen to music, they must do so with headphones or earbuds.
- Be on the lookout for non-Rec/IM trainers who are conducting their own personal training sessions. This behavior is strictly prohibited. If you see this behavior, contact the supervisor.

Prohibited Behaviors:

- No eating while on duty
- No cell phone or other electronic usage while on duty
- Staff cannot assist patrons with workouts including spotting or providing exercise recommendations
- Continuous socialization with friends may distract you from doing your job and is prohibited

SUPERVISION RECEIVED

Supervision is received by building supervisor, Assistant Director and Graduate Assistant of Fitness Programs.

QUALIFICATIONS

- Experience and/or interest in fitness are desirable.
- Excellent interpersonal and customer service skills

WORKING CONDITIONS

Ability and willingness to clean the equipment and interact with people