



THE RESERVE

POSITION DESCRIPTION:

Job Title: Fitness Assistant
Department: Fitness Center
Location: The Reserve Club
Reports to: Director of Fitness & Wellness
Status: Non-Exempt; Full-time; Part-Time; Seasonal, Includes Weekends/Holidays
Date Revised: 8/5/19

SUMMARY: Assists members/guests in all Fitness, Tennis/Pickleball, Bocce, Massage, Pool and Kids activities in an efficient, courteous, and professional manner. Working WITH the Fitness & Wellness Director, continuously elevates the wellness experience at The Reserve through unparalleled levels of service.

ESSENTIAL FUNCTIONS:

- 1) Greets members and guests enthusiastically and professionally. Exudes warmth, caring and authenticity with members and colleagues.
- 2) Arranges and confirms appointments and program registrations for all services offered.
- 3) Provides support in the areas of Kids Camp, wellness programs, spa services and special events.
- 4) Leads the staff and members in safe use of Fitness Equipment and provides equipment orientations at any time required.
- 5) Assists the Director with Independent Contractor invoicing and billing.
- 6) Logs member facility usage into the NorthStar System.
- 7) Processes charges and tickets through the NorthStar System.
- 8) Assists with the promotion of all facility and Club events/programs.
- 9) Educates him/herself on current fitness trends, technology and systems (i.e. what types of classes/modalities are popular, safe and effective).
- 10) Creates, monitors and updates flyers and posted information within the facility.
- 11) Proactively maintains a neat, clean and organized reception, fitness floor, locker room and pool.
- 12) Ensures and maintains appropriate levels of amenities/supplies (beverage area, locker rooms, fitness floor, spa service rooms, courts, storage areas, pool deck, linens and laundry).
- 13) Current CPR/1st Aid Certification.
- 14) Assists Director with facility tours for potential new members or other groups.
- 15) Sets up, operates and stores all equipment as designated within the opening and closing procedures including: bikes, group x classes, tennis and pickleball equipment including: ball machine, portable nets, ice chests and towels.
- 16) Keeps fitness facility rooms neat and clean; assists housekeeping staff as necessary with maintaining a safe, clean, neat facility (including locker & spa service rooms, pool & deck

- furniture, tennis courts, entrance area, fitness equipment, beverage area, counters, carpet, flooring, mirrors, windows, trash and towels/linen).
- 17) Comfortable with electronic equipment and set-up for members and guests (sound system, Cardio Theater/headphone system, televisions, etc.).
 - 18) Sensitive to, and maintains, a comfortable and professional atmosphere for all facility users (such as controlling appropriate room temperature and sound levels).
 - 19) Familiar with the set-up/put away and operation of the tennis machine/equipment.
 - 20) Reports any unsafe conduct or non-compliance with Club or facility policies or safety guidelines.
 - 21) Attends staff and safety meetings or reviews minutes of such.
 - 22) Utilizes strong computer skills to create and maintain current statistics for overall facility use daily and all programs and class participation numbers.
 - 23) Comfortable with "point of sale" programs and daily reports.
 - 24) Comply with the Reserve Club grooming and uniform policy.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other work-related duties requested by his/her supervisor.

SKILLS:

- Strong computer skills
- Strong organizational skills
- Strong communication skills
- Excellent member service skills
- Ability to react calmly and effectively in emergency situations
- Troubleshoots with solutions as it relates to member services, equipment and programs.
- Problem solving and sound judgment
- Ability to learn set up and usage of equipment
- Ability to work independently

PHYSICAL REQUIREMENTS:

- Must be able to work both indoors and outdoors.
- Physical requirements include: the ability and endurance to sit, stand, walk, stoop, bend, reach, climb, keyboard hand dexterity, operate laundry equipment, lift and carry 25 lbs.
- On a frequent basis; the ability to bend, twist, crouch and repetitive use of arms, wrists and hands in a grasping or squeezing motion; and reach above shoulder level on an occasional basis.

PERSONAL CHARACTERISTICS:

- Pleasant telephone manner
- Exceptional etiquette & manners
- Dependable and responsible
- Professional appearance
- Outgoing personality

OTHER DUTIES:

Due to the nature of the club industry, associates may be required to work varying schedules to reflect the business needs of the club, including weekends during season.

The duties listed above are intended only as illustrations of the various aspects of the position and the types of responsibilities that may be performed. The omission of specific statements does not exclude them from the position if work is similar, related or a logical assignment to the position. The position description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.