



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA of Greater Syracuse Job Posting

**Job Title:** Fitness Center Floor Staff

**Reports To:** Member Wellness Coordinator

**FLSA:** Non-exempt – Part-time

**Work Location:** East Area Family YMCA

**Work Schedule:** Monday 1pm-5pm, Tuesday 5pm-9pm, Wednesday 1pm-5pm & 5:30pm-10pm & Saturday 3pm-7pm

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### A Career with a Cause:

At the Y, strengthening community is our cause. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. We focus our work in three key areas, youth development, healthy living and social responsibility. We are committed to this cause because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

### General Functions:

Under the direction of the Member Wellness Coordinator, the Fitness Center Floor Staff is responsible for providing members as well as guests with a positive and enjoyable workout experience. The incumbent will display outstanding customer service; be friendly, helpful and attentive to those working out in the fitness area. Responsibilities include; develop member relationships, assist members with their fitness program, maintain the cleanliness of the fitness area and the equipment, conduct fitness orientations, and assist in preventative maintenance of equipment. The incumbent accepts, demonstrates and teaches the YMCA core values of caring, honesty, and respect and responsibility.

### YMCA Health & Wellness Department Quality Service Theme:

By encouraging healthy lifestyles, we make a positive difference in people's lives.

### Responsibilities/Duties/Functions/Tasks:

The essential functions of this position include, but are not limited to the following:

- Connect with our members to assist them in achieving their physical fitness goals.
- Welcome, assist and interact with members using the wellness center facility.
- Provide a safe and effective exercise instruction, while building relationships and helping to facilitate relationship building amongst members.
- Provide exceptional customer service to all members utilizing the wellness center.
- Review all policies outlined in the procedure manual regarding emergency procedures relating to injury or illness of a member.
- Know and enforce all Health & Wellness program policies, procedures and rules in a consistent, fair and firm manner.
- Supervise all Health & Wellness Center activities while on duty, conduct new member orientations as required and follow up with members after initial orientation.
- Demonstrate for members the proper technique of how to use the Wellness Center equipment.
- Respond to incidents, accidents and emergencies appropriately, calmly and professionally.
- Protect the organization and the members from harm or suit.
- While on duty and not otherwise engaged with a member, walk around the Health & Wellness Center approximately every 15 minutes.
- At any time there are no members in the Health & Wellness Center, clean the Health & Wellness Center and equipment, prepare member folders and Total Health paper work.
- Perform all maintenance tasks set out in the Maintenance Binder on a daily, weekly, monthly and quarterly base.
- Report emergency maintenance needs immediately to the maintenance department.
- Record and report any faulty equipment and/or lapse in maintenance. Process work request form and forward to Maintenance Department and Department Director.
- Follow Health & Wellness center rules on and off duty.
- Frequently familiarize yourself with Personal Training Instructor Manual.
- Administer proper CPR/AED and O2 in accordance with training and facility procedures.
- Contribute to the success of the Health and Wellness program by being on time and prepared.
- Report to work on time, be prepared and ready to work at the time your shift begins.
- Ensure adequate coverage if unable to work as assigned.
- Conform to all dress codes as provided by the Department Director.
- Work with fellow staff members and treat them with respect.
- Be flexible and adaptable in order to accommodate members' needs and wants.
- Be able to answer members' questions, concerns, and complaints in a timely and courteous manner.
- Communicate and educate in a knowledgeable and professional manner.
- Respond to change and requests within the Health & Wellness Department with flexibility ensuring efficient operation.

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- Demonstrate teamwork and organization by communicating problems or constructive criticism to the Department Director at the end of your shift.
- Take attendance every half-hour using the attendance sheet.
- Assist with inside and outside promotions as they relate to the Health & Wellness program.
- Support and assist newly hired Floor Staff instructors.
- Attend all required staff meetings and trainings.
- Accept other assignments as requested by the Department Director.
- Contribute as a member of the fitness team towards improving the lifestyles of our members.
- Maintain basic knowledge of other program offerings to help serve members needs.
- Other duties as assigned by Supervisor.

#### **Experience and Education:**

- High School Diploma or equivalent.
- Previous experience in a health and wellness environment.

#### **Relationship Building Skills:**

- Make members feel comfortable and at ease.
- Be open, friendly and approachable to members.
- Seek to learn members' names and welcome them personally.
- Initiate interaction with and between members, recognize when members are not using the facility and contact them.
- Ask members if there is any way we can help, listen to members' suggestions – be empathic and show interest in their concerns.
- Ask about their goals, progress and satisfaction.
- Introduce members to other members and staff.
- Be passionate about impacting and transforming the health and well being of members and our community.

#### **Qualifications:**

- Must be at least 18 years old to work in the Wellness Department.
- Exceptional customer service skills.
- Dynamic, highly motivated and energetic relationship builder with strong verbal and written communications skills.
- Must be able to demonstrate proper form, technique, and body alignment on all strength and cardiovascular machines.
- Must be able to evaluate a constantly changing environment for safety and to ensure that members' needs are met.
- Demonstrate leadership skills in an outgoing, friendly, assertive, professional and mature manner.
- Demonstrate a sincere desire to improve the health and wellness of YMCA Health and Wellness program, staff and program participants.
- Ability to lead and motivate others.
- Ability to effectively communicate information on Y Total Health program components to members.
- Demonstrates excellent planning and organizational skills, ability to handle multiple projects simultaneously.
- Refrain from diagnosing injuries, offering medical advice and dispensing or endorsing any and all commercial health products.
- Must be willing to work flexible hours, including some weekends and holidays.

#### **Trainings & Certifications:**

- Must complete online Bloodborne Pathogens and Employee Safety training prior to initial assignment to the position.
- Must hold and maintain current CPR, AED, and First Aid certifications or successfully complete no later than 30-days after employment begins.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must attend and complete YMCA Youth Protection and Listen First training within the first 90-days of employment.
- Must complete the following online Health & Wellness trainings within the first 90-days of employment:
  - Orientation to Healthy Living at the Y
  - Foundations of Listen First
  - Principles of Member Health & Wellness
  - Wellness Center At The Y
- Must attend and complete YMCA Healthy Lifestyle Principles within the first 6-months of employment.
- Must attend, complete and maintain YMCA Personal Training Instructor Certification within 12-months from hire date.

#### **Core Competencies:**

- Supports the Mission, Vision and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.

- Provides a Quality Experience for Members, Participants, Internal Customers and Others: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve and involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

**Effect on End Results:**

Successful implementation of the program will result in quality Health & Wellness programs that meet or exceed the needs of our members and the community at large.

**Physical Demands:**

Must be mentally alert to recognize potential hazards and accidents and both physically and mentally be able to respond to emergencies and perform CPR and/or First Aid. Hear noises and distress signals in a Health & Wellness environment with background noise and perform all needed rescues skills. Project voice across the Health & Wellness Center area. Able to lift up to 50 pounds and stand for the majority of a 4-6 hour shift. Ability to frequently stand, sit, walk, talk, hear, swim, type, run, jump, kick, catch, throw, climb, kneel, bend, reach, balance, crouch or crawl, climb and/or balance, reach with hands and arms, handle or feel, stoop, lift/move and carry up to 45 pounds, spot members lifting weight in excess of 50 pounds and use hands and fingers. Ability to run in case of an emergency. Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus.

**Work Environment:**

Work is normally performed in a typical YMCA facility environment. At times, the employee may be exposed to situations where injuries may occur. Frequently exposed to loud noise and background music. Occasionally exposed to outdoor weather conditions in conducting certain Health & Wellness programs. Frequently exposed to OSHA approved cleaning solutions.

**Americans with Disabilities Specifications:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**How to Apply:**

Interested candidates should respond to Monika McKee, Member Wellness Coordinator at (315) 637-2025, ext. 225 or email their application to [mmckee@syracuseymca.org](mailto:mmckee@syracuseymca.org) or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their application to [llipari@syracuseymca.org](mailto:llipari@syracuseymca.org), no later than February 5, 2018.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.