



**FOR YOUTH DEVELOPMENT®**  
**FOR HEALTHY LIVING**  
**FOR SOCIAL RESPONSIBILITY**

## Family YMCA of NW IL

**Job Title: Wellness Center Attendant**

**Reports to: Health & Wellness Director**

**Schedule: Varies, usually 10–15 hours/week**

### Position Summary

Under the guidance and supervision of the Health and Wellness Director, the Wellness Attendant is responsible for meeting members' needs and maintaining a safe workout environment. The Wellness Attendant, while on duty, will be responsible for related services, including demonstration of fitness equipment and fitness areas, general operations, and attending to any emergency that may occur. Wellness Attendant will provide a safe and clean workout environment, accurate public health and wellness information, and high customer service and engagement. The Wellness Attendant must provide a professional image and provide positive feedback, motivation, and encouragement. Greets everyone by using names whenever possible; extends thanks whenever appropriate; makes relationship building the number one priority at all membership retention. The position is responsible for ensuring the image and core values of the Family YMCA of Northwest Illinois are upheld and modeled for members.

### Responsibilities

1. Be able to work as a YMCA team member.
2. Be able to effectively problem solve, taking full responsibility to remedy the situation and follow through to its completion.
3. Have a good understanding of the functionality of all equipment in the lower level.
4. Ensure overall cleanliness of the wellness department and its equipment by following all wellness cleaning and maintenance procedures.
5. Regularly check all equipment to ensure proper maintenance.
6. Report equipment needing repair to the supervisor immediately, follow the branch repair procedure, and post an "out of order" sign on equipment.
7. Make yourself available to all members regardless of age, gender, race, socioeconomic status, lifestyle, or fitness level.
8. Provide members with opportunities that will increase their involvement in and sense of ownership of the YMCA.
9. Warmly and enthusiastically greet members.
10. Connect members with one another.
11. Professionally enforce all YMCA policies and procedures.

**Family YMCA of Northwest Illinois**

2998 W. Pearl City Rd.

Freeport, IL 61032

**P** 815 235 9622 **W** [freeportymca.org](http://freeportymca.org)



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12. Understand and follow YMCA emergency procedures when necessary.
13. Attendance at staff meetings and training as required. Assume all other duties as assigned

## Requirements

1. Must be at least 18 years of age
2. Completion of high school or equivalent
3. Ability to perform moderate physical activity. May be required to lift and carry up to 50 pounds.
4. Ability to adapt to changing working conditions
5. Ability to simultaneously manage a variety of tasks
6. Ability to remain alert at all times
7. Knowledge of all part-time staff job duties
8. Ability to work with minimal supervision
9. Attend training and/or courses as required by the YMCA

## Performance Objectives

- Exceed the expectations of our members and guests every day
- Move members from a casual to a connected to a committed relationship
- Maintain a safe environment for all
- All emergencies or accidents are reported immediately to parents and supervisory staff
- Our mission and vision are modeled for members

## Disclaimer

- The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. I have read and fully understand this job description. I agree that I will perform all the assigned duties to meet the standards, and if not, I am aware that it will be reflected in my yearly review, and can result in employee discipline or even termination.