

## Job Description

Job Title: Wellness Desk attendant

Date Hired:

FLSA Status: Nonexempt

Reports to: Health & Wellness Director

Revision Date: June 2020

### **POSITION SUMMARY:**

The Wellness Center attendant is in charge of checking in and greeting members, cleaning of equipment and assisting members in their YMCA experience.

### **ESSENTIAL FUNCTIONS include the following, other duties may be assigned:**

1. Thinks, communicates and behaves as a cause-driven leader and role model for other staff and members when it comes to desired staff behaviors; promotes youth development, healthy living, and social responsibility in all job-related functions.
2. Helps members to connect with one another to form friendships.
3. Makes all members feel welcome by learning and using their names.
4. Ensures the safety of all members in the wellness center by maintaining the equipment in a clean, safe, and working order.
5. Follows YMCA policies and procedures; responds to emergency situations.

### **YMCA COMPETENCIES (Leader):**

**Mission Advancement:** Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

**Collaboration:** Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

**Operational Effectiveness:** Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

**Personal Growth:** Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

### **QUALIFICATIONS:**

**The Y: We're for youth development, healthy living, and social responsibility.**

- High school diploma
- Passionate belief in the Y's cause of nurturing the potential of all youth, supporting healthy living for all people and finding ways to help and support our neighbors.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Proven track record of developing authentic relationships with others.
- Attend New Employee Orientation within 60 days of hire.
- CPR, First Aid, AED and O2 certifications are strongly encouraged.

### **PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, and distance vision. The noise level in the work environment is usually moderate.