

## FITNESS ATTENDANT

## JOB DESCRIPTION

**DIVISION:** Silverleaf Club  
**DEPARTMENT:** Spa  
**REPORTS TO:** Director of Spa  
**STATUS:** Non-Exempt

### JOB SUMMARY

Provide the highest quality of service to our members. Provide a clean and safe environment. Seek opportunities to create memories by anticipating needs, exceeding expectations and building relationships.

### QUALIFICATION STANDARDS

#### Education and Experience:

- Previous work with fitness equipment and in a fitness center preferred
- College degree in Exercise Science, Physical Education or a related field preferred
- Current CPR and First Aid Certification
- Previous experience in a luxury property or private club

#### Physical Requirements:

- Flexible and long hours sometimes required.
- Medium work – Exerting up to 50 pounds of force occasionally, and/or 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Must have high level of physical fitness
- Unusual Working Conditions: May be scheduled nights, weekends, holidays and occasional overtime

#### Mental Requirements:

- Must be able to convey information and ideas clearly
- Excellent verbal communication
- Efficient and well-organized; able to handle simultaneous, varied tasks
- Assertive with an outgoing personality
- Ability to promote, describe and sell accordingly
- Must be able to read and write to facilitate the communication process
- Ability to solve problems and make rational decisions
- Must possess basic computational ability
- Must maintain composure and objectivity under pressure

### DUTIES & FUNCTIONS

#### Essential:

- Team members lead by example, consistently conveying a positive attitude, passion and pride in your work
- Approach all encounters with members, guests and employees in a gracious, attentive, courteous and service-oriented manner
- Conduct all business for the club as an ambassador of Silverleaf-with integrity and in a professional manner at all times
- Respect all stakeholders' privacy, perspective, priorities, time and resources
- Keep fiscally responsibility and member satisfaction in mind when making all decisions
- Take part in keeping Silverleaf clean and litter free. Cleanliness is everyone's responsibility, take ownership in the club
- Complete Fitness Center Orientation to new members when applicable
- Provide necessary instruction on usage of all machines when requested
- Monitor members safety and comfort while using the fitness facilities
- Proactively suggest personal training and other fitness services to members and guests

- Provide members and guests with basic fitness center needs including but not limited to the following
  - Towel service – restocking throughout shift
  - Water Service – restocking as needed
  - Assisting with fitness class sign-up
  - Maintain and organize fitness equipment throughout shift
  - Wiping down equipment and headphones after use
  - Daily member sign in
  - Provide assistance to Personal Trainers and Fitness Class Instructors
- Maintain professional relationship with members - Refrain from discussing company or personal business with members and guests
- Greet guests on time with proper salutation and smile. Communicate Club members' and guests' requests and concerns to your manager promptly
- Maintain neatness, cleanliness and safety of the fitness facilities
- Knowledgeable in all Spa services and products
- Participate in staff meetings, training and team efforts
- Follow established lost and found procedure
- Assist with cleanliness of all Spa areas including all common areas, fitness facilities and locker rooms
- To aid in the general coordination and relation between departments, whether it be staff related or on a members' behalf.
- Comply with all Silverleaf Company policies and procedures
- Perform other duties as required by your manager

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMMODATION.

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Employee Signature

Date

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Supervisor Signature

Date