



JOB POSTING

HEALTH CLUB WELLNESS ASSOCIATE

REPORTS TO: Wellness Coordinator, Assistant Manager, or General Manager

POSITION PURPOSE

Communicates with members and guests on a personal basis and makes them feel comfortable and welcome in the club. Receives and directs incoming phone calls, guests, members to the appropriate persons when necessary. Provides members with towels, locker keys, and other items and keeps accurate records of each. Provides education and services in regards to exercise science and wellness.

TYPICAL DUTIES AND RESPONSIBILITIES

- Responsible for maintaining a warm and hospitable atmosphere for all members and guests. Acknowledges members and guests promptly; makes sure that they sign in /check in at the front desk, according to specific procedures required by individual health club. Directs them to the appropriate persons when necessary. Makes the guest or member feel comfortable while in the club. Communicates with members on a first name basis.
- Receives incoming phone calls and directs them to the appropriate persons. Takes accurate messages and delivers them to the appropriate persons as soon as possible. Provides members and guests with daily workout sheets. Organizes and files paperwork and enters data into computer in order to maintain accurate and up-to-date records.
- Distributes locker keys, towels, washcloths, workout attire, etc. to the members. Also sells health bar and pro shop items to members, maintaining accurate records of such sales.
- Makes appointments for fitness consultations, massage services, tanning bed, etc. When appropriate and only after proper training, conducts fitness screenings for members. Assists members with their workouts as requested.
- Maintains cleanliness of front desk and lounge area. Also assists in maintaining cleanliness and orderliness of all club equipment and facilities.
- Responsible for laundering of towels, workout wear in mesh bags, etc.
- Communicates effectively with all levels of club staff in order to ensure a quality level of customer service to the members.
- Performs various other duties and assignments as necessary or required.

QUALIFICATIONS

Must be at least 21 years of age. Requires background in Exercise Science or related field. Requires an outgoing personality with the ability to learn names and communicate effectively with a variety of people. Requires good interpersonal and written communications skills. Requires basic word processing and spreadsheet skills. Requires a sincere interest in fitness and health and a desire to maintain or improve one's own level of fitness.

EDUCATION/EXPERIENCE

- Exercise Science or related degree preferred
- Current CPR/AED/First Aid certifications