



## DIVISION OF STUDENT AFFAIRS

# Fitness Assistant

**Job Title:** Fitness Assistant

**Hourly Pay Rate:** \$7.25

### Job Summary

Fitness Assistants ensure the proper daily operations of all fitness equipment within the Swann Fitness Center at the Fike Recreation Center and the Douthit Hills fitness space at Clemson University. The Fitness Assistants are primarily responsible for monitoring all activities within the fitness equipment areas, ensuring cleanliness of fitness equipment, safety of equipment use, and enforcement of department policy. Fitness Assistants also provide excellent customer service, including fitness equipment demonstration for patrons. Fitness Assistants must obtain lay responder level or higher CPR, AED, and First-Aid certifications within 30 days of hire.

### Employee Expectations

Fitness Assistants will demonstrate outstanding customer service and high levels of professionalism. Assistants are expected to be mentally, physically, and emotionally prepared at all times to perform their job duties. Assistants shall demonstrate a willingness to positively interact with patrons as well as other student staff members in the department.

### Qualifications / Certifications

- Previous experience working in customer service preferred
- Available for a minimum of 3 to 6 shifts or 6-12 hours per week, including rotational weekends and university breaks during winter and spring
- Must hold a current certification lay responder level or higher in CPR/AED/First Aid, or be able to acquire certification within 30 days of hire (American Red Cross preferred)
- Personal characteristics including: positive attitude, outgoing personality, attention to detail, and strong work ethic
- Perform some tasks that require physical labor, including re-racking plate weights of up to 45 pounds

### General Job Responsibilities

- Consistently uphold all Campus Recreation department policies and procedures for participants and maintain employee expectations
- Attend all staff trainings, meetings, in-services, and shifts as scheduled
- Maintain up-to-date availability on employee scheduling software
- Remain visible and approachable to patrons whom have questions, concerns, and/or complaints and practice effective communication and conflict resolution
- Respond to emergencies and assist Recreation Supervisor or Recreation Specialist to implement emergency action plans
- Be alert to disorders, injuries, and inappropriate behavior and respond as trained or report to supervisor accordingly

- Demonstrate commitment to excellence, service, and professional appearance standards
- Provide equipment demonstrations to patrons and intervene when equipment is being used in an unsafe way
- Maintain an accurate inventory of all fitness equipment and cleaning supplies and report equipment needs supervisor(s)
- Document fitness equipment risk management issues
- Ensure fitness equipment and storage areas are neat and organized
- Complete all shift tasks and checklists
- Maintain professional appearance
- Strive to obtain personal, professional, and departmental goals
- Check e-mail daily for departmental and staff updates and respond in a timely manner
- Complete semester evaluations and staff quizzes and/or surveys
- Other duties as assigned