



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WINONA FAMILY YMCA – JOB DESCRIPTION

Job Title: Wellness Attendant

FLSA Status: Non-Exempt

Job Type: Part-Time

Reports to: Fitness & Wellness Director

Revision Date: 5/27/25

Y Job Grade: 1

Pay Range: \$13.00-13.50

Benefits: Paid time off, YMCA membership, YMCA programs discount including camp and child care, Employee Assistance Program, retirement plans, Child Watch (limited hours), CPR certification

Summary/Objective

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. The Wellness Attendant shall be responsible for maintaining cleanliness of the Wellness Center, monitoring and cleaning machines, equipment, monitoring volume of rags, and doing laundry. The attendant welcomes members, and will politely, but firmly, intervene if members violate our Code of Conduct or do not follow policies. The attendant engages with members, shows members proper usage of equipment, answers questions, and directs members to personal training staff when appropriate.

Our Culture

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day.

We are welcoming: we are open to all. We are a place where you can belong and become.

We are nurturing: we support you in your journey to develop your full potential.

We are determined: above all else, we are on a relentless quest to make our community stronger beginning with you.

Qualifications

- Must be able to pass a background check.
- Must be at least 18 years of age.
- Excellent human relation and communication skills.
- High level of attention to detail, problem solving, and time management.
- CPR for the Professional Rescuer required once hired.
- Experience working with diverse population. Ability to develop positive, authentic relationships with people from different backgrounds.
- Have passion and enthusiasm for fitness; must also have knowledge of our equipment or be trained by the Fitness & Wellness Director or a Personal Trainer on proper use and set up.

General Essential Functions

1. Adhere to job safety practices and risk management protocols per the Employee Handbook and Emergency Response Plan, including child abuse prevention standards and mandated abuse reporting requirements, to create and maintain a safe and secure environment for all.
2. Perform excellent service to all members, staff, volunteers and guests.
3. Perform other related duties as assigned by your supervisor or other Leadership staff.

Role Specific Functions

1. Perform excellent customer service to all members, staff, volunteers and guests.
2. Build relationships by using names and initiating conversations with members, staff, volunteers and guests.
3. Maintain clean and safe program areas and equipment.
4. Serve as a point person for the Wellness Center in relation to questions/concerns from members.
5. Respond to all member inquiries and complaints in a timely manner.
6. Clean equipment with concentration on the baseboards, reminding members to maintain cleanliness, politely enforcing all rules of the Wellness Center including age guidelines as well as dropping or slamming weights, monitoring rags and cleaning needs.
7. Stay on top of laundry throughout shift - wash, dry, fold, return.
8. Show members proper usage of equipment (how to start the cardio machines, how to adjust seat settings, how to put weight on the bars and/or machines).

Physical Demands

Frequently required to stand, walk, sit, use hands to manipulate objects, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk, hear and see. The ability to demonstrate exercises and fitness-related movements. This includes but is not limited to: sitting/laying on the floor, standing, reaching, kneeling, bending, gripping, holding, and modeling exercises. Ability to lift equipment weighing up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____