City of Revere

Job Title: Fitness Liaison
Department: Parks and Recreation
Location: Robert J. Haas Health and Wellness Center
Hours: Full time. 39 hours per week. May include nights, weekends, and holidays.
Salary: $23.29 - $25.81.
Contract: Local 22 – Unit B, Group 3.

THE CITY OF REVERE:

The City of Revere is a thriving, fast growing, and vibrant City. Revere has become one of the most desirable cities in the region to both live and work. The City of Revere envisions a municipality that fosters a more welcoming, nurturing, and inclusive government that invests in staff success and development. The City of Revere envisions a municipality that is governed for and by its people, by building and maintaining representation reflective of our community at all levels within the organization. Representation will encompass diversity in culture, thought, experiences, abilities, gender, sexual orientation, age, socio-economic status, veterans' status, etc. Due to its distinctiveness, the City of Revere is a wonderful place to work, with great benefits, salaries, incentives, and most importantly, the opportunity to serve its residents and grow professionally in the fascinating world of public service. Creating and sustaining a culture in City Hall to ensure that residents across the city feel the government is more responsive to their needs and concerns, is an entity that they can trust, and are accountable to all is critically necessary.

DESCRIPTION:

As a Fitness Liaison, you will be responsible for providing a superior level of customer service to The Hass Wellness Center members, prospective members and guests while ensuring an exceptional member experience.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Greet members/guests as they enter and exit the center; assisting them with any questions or concerns as they check in.
- Help to promote the Center's Activities by connecting with members on the center floor, offering assistance and showing support in their fitness journeys while upholding club policies.
- Resolve member concerns and escalate to a manager as needed.
- Answer phones in a friendly manner and assist callers with their inquiries.

- Perform membership related functions such as sign-ups, contact/billing information updates, cancellations, collecting unpaid balances and transferring memberships.
- Perform prospective member calls and tours; assessing their membership needs.
- Execute retail transactions with accuracy and drive sales goals.
- Resolve member concerns and escalate to a manager as needed.
- Regular, consistent cleaning and sanitizing of all exercise equipment and general amenities. This includes communal spaces as well as your assigned area.
- Ensuring restrooms are clean and sanitized, stocked and clutter free by following the routine cleaning schedule.
- Frequently perform a comprehensive walk of all club areas; quickly fix any safety/policy issues and address cleanliness concerns.
- Promptly address maintenance and facility concerns such as broken and/or missing equipment (i.e., Dispensers, leaky faucets, fixtures etc.)

QUALIFICATIONS:

  - Six to 12 months of customer service experience preferred
  - Must be at least 18 years old
  - Willing to obtain CPR/AED certification
  - Basic computer skills
  - Enthusiastic about and knowledgeable of the fitness industry
  - Strong communication skills
  - Ability to work a flexible schedule
- Revere residency required

KNOWLEDGE, SKILLS, and EXPECTATIONS:

Knowledge:
- Proficiency in use of technology such as laptop computers and tablets
- Knowledge of Google Office Suite and Drive applications
- Knowledge of MS Office products which include Outlook, Word, Excel, and PowerPoint
- Knowledge of operation of standard office equipment, e.g. computers, fax, phone, printer, photocopier, and scanner

Skills:
- Highly organized, with the ability to multitask
- Strong communication skills
- Strong supervisory skills
- Superior customer service skills, preferably in the fitness industry
- Exceptional leadership, diplomacy and listening skills
- Hard working, enthusiastic and energetic
- Strong problem resolution skills
- Physical Demands Continual standing and walking during shift.
- Must be able to occasionally lift up to 50 lbs.
- Due to the diverse demographics of the City, must have a good level of Cultural Awareness.
- Performs other related tasks as required.

Expectations:

- Exhibit a positive and upbeat attitude.
- Have a passion for delivering a consistent and exceptional experience to our members, guests, and fellow PF team members.
- Pride yourself on your work while being punctual, reliable, and dependable.
- Handle all interactions with diplomacy and exhibit a genuine motivation for helping others.
- Act with integrity and show respect to everyone around you.
- Exhibit strong communication skills and have an ability to listen and empathize.
- Inspire and motivate others to achieve their goals.
- Are a quick study with the ability to apply what you have learned during online and hands-on training.

PHYSICAL ENVIRONMENT:

- Continual standing and moving throughout the club to accomplish tasks during shift.
- Continual communicating in person or on the phone to exchange information during shift.
- Must be able to lift to 75 pounds.
- Will encounter toxic chemicals during shift.
- Frequent cleaning and sanitizing of equipment and facilities.
- Moving in different positions, including bending and twisting, to accomplish tasks.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online. The application must be submitted via the City's https://portal.laserfiche.com/n1579/forms/EmployeeApplicationOfficial . Please submit a resume, cover letter and salary requirements with your application.