



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

JOB TITLE: Facility Attendant  
DEPARTMENT: Membership  
SUPERVISES: N/A

JOB CATEGORY: Regular Part Time Hourly  
REPORTS TO: Membership Director and  
Associate Membership Director

It is the policy of the Pav YMCA that employment decisions shall be based on merit, qualifications, and competence. Except where required by law, employment practices shall not be influenced or affected by virtue of an applicant's or employee's race, color, religion, sex, sexual orientation, national origin, age, ancestry, physical or mental disability, medical condition, marital status, pregnancy, childbirth or related medical condition or any other characteristic protected by law.

**FUNCTION:**

Ensuring the satisfaction of members and guests while maintaining a safe environment for staff, members and guests.

**QUALIFICATIONS:**

- Minimum age requirement 18 years
- Must be able to lift and carry at least 30 pounds
- Must be able to stand, walk and climb stairs for long periods of time
- Ability to respond to safety and emergency situations
- Bi-lingual a plus, but not required
- Able to work days, nights and weekends

**CERTIFICATIONS:**

- CPR, First Aid, AED (must obtain within 90 days of employment)
- New Employee Orientation (must obtain within 90 days of employment)
- Department Specific WestBend Trainings (must obtain within 90 days of employment)

(Child Sexual Abuse Prevention, Social Media and Technology, Sexual Harassment Prevention, Blood Borne Pathogens)

\*It is the responsibility of the employee to obtain and maintain all certifications required to perform this position, in accordance with Pav YMCA guidelines

**RESPONSIBILITIES:**

- Monitors the building by continuously walking through the building; Monitors the number of guests allowed in the building
- Checks room doors, gates and windows to ensure they are secure (beginning & end of shift)
- Checks all bathrooms/locker rooms for issues and cleanliness
- Monitors the gym, wellness center, track, fitness classes and programs for issues
- Provides tours
- Act as a liaison between staff and members/guests, must be knowledgeable of all YMCA programs, policies and procedures
- Serves as primary responder to all security codes (Code Blue, Code Red, Code Adam)



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- Handles and resolves membership concerns and informs supervisor of situations or issues
- Gives the best customer service possible, while still maintaining a professional level
- Conducts closing shift security checks of the whole building
- Authority to ask people to leave the building without incident
- Prepares and completes incident reports by recording observations, information, occurrences, reviewing video cameras and interviewing witnesses. Contacts 911
- Contacts appropriate Director or Executive Director if assistance is needed
- Follows all YMCA safety and personnel policies
- Remains in the building until the last member/guest departs
- Maintains a consistent professional image through the dress code, actions and relationships
- Assist with all RENTALS of the facility
  - Greeting and assisting all rental parties. Collecting any outstanding fees
  - Checking all coolers for alcohol
  - Assist in setup/breakdown/availability of party room, gym, or pool, or other areas
  - Ensures appropriate staff is in place (Lifeguards, Sports instructor, etc...)
  - Continuously checks on rental enforcing policies and procedures for all rentals
  - Authority to end a rental if deemed a danger to his/her safety or the safety of the YMCA
- Ability to enforce policies, problem solve and handle emergency situations
- Ability to assist with all people regardless of race, age, and special needs
- Demonstrate the YMCA core values of Caring, Honesty, Respect and Responsibility
- Attend trainings when appropriate
- Support YMCA special events, signature events, and campaigns
- Perform all tasks to the best of your ability and with a positive attitude
- Other duties assigned by the Membership Director, Associate Membership Director and Executive Director/CEO

**Read and agreed upon by:**

Staff Name: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_