

## Columbus Parks and Recreation Department

### Position Description

**Position Title:** Fitness Client Care Specialist

**Date:** April 1, 2024

**Department:** Parks and Recreation

**Reports to:** Fitness, Health and Wellness Manager

**Supervises:** 0 Employees

#### Summary of Functional Responsibilities:

We're seeking highly motivated individuals to join our team as a Client Care Specialist. Your role will be to welcome all members into our AEI Fitness Center at NexusPark, create a flawless member experience, and to monitor the cleanliness of the front desk area along with member facing items. You will be expected to maintain a high-level of customer service, communication, organization, and timeliness. A successful candidate will possess an enthusiasm to serve the community, a desire to be a part of a team and the ability to positively interact with the public.

#### Specific Duties of the Position:

- Greet clients with a warm and welcoming smile as they enter our facility.
- Maintain cleanliness and organization of the front desk area.
- Answer the phone with a cheerful attitude ready to answer any questions.
- Respond to emails in a timely manner with a professional and cheerful tone.
- Become proficient in the scheduling software to ensure classes are within minimum and maximum requirements. Schedule clients for classes.
- Learn key points of our training methodology to be able to communicate information about memberships, classes and the AEI Fitness Center as a whole, as needed.
- Maintain an organized client assessment process including scheduling, confirming, rescheduling, and data collection and storage.
- Monitor membership billing and make sure contracts are input correctly.
- Update and track new contracts and leads utilizing the Fitness Center's Customer Relationship Management system.
- Manage all retail product sales including inventory, ordering, stocking, and tracking.
- Be prepared to give prospective clients a tour of the facility.
- Attend staff meetings as assigned
- All other duties as assigned by the Fitness, Health, and Wellness Manager.

#### Education and Experience:

- Experience working in a service industry a plus but not required
- High School diploma or equivalent preferred
- Ability to learn the software being utilized
- Strong customer service and communication skills
- A desire to work in a team-oriented environment
- Strong communication skills
- Must have reliable transportation to and from shifts
- Certified in First Aid and CPR or willing to become certified by Parks and Recreation within 30 days of employment
- Must pass background check required of all Parks & Recreation employees

**Judgment:**

- Work is of ordinary difficulty and complexity and is performed under general supervision but requires an average level of independent judgment.

**Relationships Responsibility:**

- Relationships inside and outside the organization require tact and discretion to maintain effective working relationships.
- Represent the Parks and Recreation Department with the highest level of integrity and respect for the participants.

**Working Conditions:**

- Position may require some light lifting of objects.

**Classification of Job:**

- This is a part-time position with no more than 1559 hours per year and does not provide any benefits.

**Essential Physical Requirements:**

- Use one or two hands to grasp, move, or assemble objects.
- Lift, push, pull, or carry heavy objects for an extended period of time.
- Move two or more limbs together (for example, two arms, two legs, or one leg and one arm) while remaining in place.
- Make quick, precise adjustments to machine controls.
- See details of objects that are less than a few feet away and more than a few feet away.
- Work for extended periods without getting tired or out of breath.
- Bend, stretch, twist, or reach out.
- Use fingers to grasp, move, or assemble very small objects.
- Adjust body movements or equipment controls to keep pace with speed changes of moving objects.

This position is subject to the City's Drug and Alcohol-Free Workplace Program which includes: random drug testing, post-accident testing, reasonable suspicion testing, return-to- duty testing and follow-up testing. Annual BMV checks for all drivers.

This description is intended to describe the type and level of work being performed by the person assigned to this job. It is not an exhaustive list of all duties and responsibilities required by a person and employees at the city may be given other assignments at will.

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