

**Vatterott Educational Centers, INC**  
**JOB DESCRIPTION**

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**POSITION TITLE:** Fitness Services Specialist

**FLSA:** Non-Exempt

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**REPORTS TO:** Campus Director

**SUPERVISES:** N/A

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**EFFECTIVE DATE:** 1-25-2012

**TRAVEL:** NONE

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**JOB LEVEL:** Administrative

**SALARY GRADE:**

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**SUMMARY:** This position is responsible for professional and efficient managing of members, telephone calls and messages, as well as a variety of clerical duties that support consumer services, information and referral and the operation and presentation of a professional Fitness Center.

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**DUTIES AND RESPONSIBILITIES:**

1. Maintains accurate and complete sign-in/sign-out procedures.
2. Promptly, accurately, professionally and courteously receives 100% of all telephone calls and visitors.
3. Folding and stocking all towels, wash towels, and ensure cleanness of the fitness center.
4. Greets and directs all visitors.
5. Performs various administrative duties which include: Enrolling new members, and assisting members with check-in, coordinating appointments for Fitness Trainers.
6. Maintain member database and prepare communications for members.
7. Performing inventory.
8. Performs other duties as assigned.

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**KNOWLEDGE AND BACKGROUND:** Requires a High School diploma plus 2-3 years of experience as a receptionist or entry level administrative assistant. Health and Fitness background a plus. The position requires personal computer skills (Microsoft Office, inclusive of Word, Excel, and Outlook). Excellent spelling and grammar skills with the ability to communicate in a courteous, tactful and concise manner, is essential.

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**SUPERVISORY/MANAGEMENT EXPERIENCE AND RESPONSIBILITIES:** This position is not responsible for supervising others.

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**REPORTING RELATIONSHIP:** This position reports to the Campus Director and has no one reporting to them.

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**WORK ASSIGNMENTS:** This job regularly receives work assignments directly from others in addition to the manager.

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**WRITTEN AND ORAL COMMUNICATION:** Frequently communicates information and interacts with others.

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**COLLABORATION/SERVICE ORIENTATION:** Has frequent contact with others outside of workgroup, both inside and outside of Vatterott Educational Centers, INC.

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**DECISION MAKING:** Decisions affect a work unit. May contribute to business and operational decisions that affect the operations of campus.

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**PROBLEM SOLVING:** The problems in this job are different, but they tend to come up often.

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**INDEPENDENCE OF ACTION:** Work progress is monitored by supervisor. Follows precedents and procedures. May set priorities and organize work within general guidelines established by supervisor who is available to resolve problems.

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**FISCAL RESPONSIBILITY:** Has no budget responsibilities.

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**PHYSICAL/ENVIRONMENTAL DEMANDS:** Fitness Center environment/**no specific or unusual physical or environmental demands**. Must be able to work nights and weekends.

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