



**Job Title: Substitute Attendant  
(Part-time Hourly)**

**Department: Member Services**

**Reports To: Member Services Director**

**Salary: \$16-\$18/hour**

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## **GENERAL FUNCTION:**

The Substitute Attendant provides flexible, cross-departmental support in Member Services, the Fitness Center, and light custodial services. Acting as a floater, this position helps maintain smooth daily operations by filling in for staff absences and ensuring consistent, friendly service to members and guests. A regular commitment of 5–10 hours per week is expected, with flexibility to accept additional shifts as needed across departments.

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## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Member & Guest Engagement (Member Services & Fitness Center)**

- Greet and assist all members and guests in a warm, welcoming manner.
- Provide facility tours and support membership inquiries and registration.
- Assist fitness center users with safe and proper use of equipment.
- Promote positive member experiences through enthusiastic, respectful interaction.
- Maintain awareness of and enforce YMCA policies and expectations.

### **Front Desk & Facility Access (Member Services)**

- Check in members using our membership software.
- Respond to inquiries in person and over the phone; provide accurate membership and program information.
- Monitor facility entry to ensure authorized access only.
- Handle transactions and maintain accurate cash drawer procedures.

### **Safety & Cleanliness (All Departments)**

- Clean and organize front desk, fitness center, and common areas.
- Disinfect high-touch surfaces and fitness equipment regularly; includes spot cleaning, as well as more extensive cleaning of floors, mirrors, equipment, etc.
- Perform light custodial duties such as restocking supplies and tidying restrooms.
- Observe member activity and respond appropriately to safety concerns or emergencies.

### **Operational Support**

- Follow department-specific opening and closing procedures.
- Attend required meetings and trainings.



- Coordinate shift coverage with supervisor approval when unavailable.
- Perform other duties as assigned.

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## QUALIFICATIONS

- Experience in a customer service or office setting, including use of phones, computers, and general office equipment.
- General knowledge of fitness equipment and safe workout practices preferred.
- Strong organizational, communication, and multitasking skills.
- Demonstrated ability to provide respectful, inclusive, and enthusiastic service.
- Must be CPR certified (or able to obtain within 30 days of hire).
- Must pass a security clearance.
- Must be able to stand for long periods of time.

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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## PHYSICAL DEMANDS

- Must be able to lift/move a minimum of 50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Employee Signature:**

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**Employer Representative:**

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**Date:**

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The statements of this job description are intended to describe the general nature and the level of work being performed by people hired for this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for this position.

Prepared By: Senior Director

Prepared Date: 6/4/25

Approved By: Executive Director/CEO

Approved Date: 6/4/25