



LPC FITNESS & AQUATICS

A Ministry of FAI

Overview of Role

<u>Position:</u>	Member Services Specialist	<u>Department:</u>	Lelia Patterson Fitness & Aquatics Center Administration
<u>Class:</u>	Part-Time	<u>Wage:</u>	From \$11 / hr.
<u>Status:</u>	Hourly Non-Exempt	<u>Reports to:</u>	Director of LPC & Member Services Coordinator
<u>Notes:</u>		<u>Revised:</u>	09/12/2022

Our Mission:

We are a community of believers operating Adventist schools, ministries, and businesses in harmony to educate youth to have a transforming influence on the world as disciples of Christ.

Our Vision:

To graduate students with the highest standard of intellectual and moral culture and thus be the leading sustainable Adventist educational model and resource for Christian leaders.

Why:

- The Lelia Patterson Fitness & Aquatics Center is a place to “Move with Purpose” where members, guests, and employees can experience a community that is focused on helping people live how God designed. The Member Services Specialist is a central part of this community, as a first-line, supportive concierge who represents a family-friendly, clean, safe place to enjoy time in the Aquatics Center, gymnasium, cardio room, or various classes for exercise, play, therapy, sport, training, etc. Simply put, Member Services Specialists represent a compelling and unique part of the larger health ministry and mission of the Lelia Patterson Fitness Center, a place to make friendships, pursue personal fitness and wellness goals, or even be part of a person’s life – a “third place” beyond home and work in which to spend time.
- The Lelia Patterson Fitness & Aquatics Center is a vital part of the Fletcher Academy campus, which features an integrated work-study program as an essential component of its curriculum. Students work nearly everywhere on our campus, building practical skills and developing a strong work ethic as they are trained and mentored by caring, knowledgeable, patient, and kind supervisors who help to prepare each student on their teams as they Find their Purpose.

How:

- **This role serves** to help patrons look forward to their visits to the LPC, knowing that they will be greeted and served by a consistently friendly, capable, and welcoming representative.
- **Cares** for each patron by learning their names and faces, proactively showing care and concern for each person's unique needs and desires as they develop a routine in visiting the center, maximizing the value of their relationship with the LPC.
- **Identifies and engages** patrons who desire to develop their fitness goals for themselves or family members and proactively suggests personal training, classes, or activities as appropriate. Diligently follows up and encourages patrons to become or continue being members, offering packages and specials skillfully, tactfully, and consistently in a consultative manner, emphasizing *benefits* of (rather than elements or features of) membership.
- **Resolves** issues by serving a dual role as an advocate for both patrons and the facility's policies, procedures, and limitations.
- **Shows maturity** by displaying due care for members and patrons, monitoring the gymnasium, cardio room, and common areas (lobby, restrooms, etc.) and taking initiative to respond to problems and health/safety issues, responding calmly but promptly and decisively in emergent situations, and exercising good judgement.
- **Contributes** to maintaining an atmosphere of a welcoming, safe place where opportunities to connect, learn, grow, exercise, train, work, and relax are abundantly available and present a valuable experience for patrons and other team members, including students.
- **Stores** equipment and supplies properly to help maintain organization and safety.
- **Demonstrates commitment to task** by actively caring for the workspace and facility, using downtime to maintain a clean, organized presentation that is ready to serve its purpose and thus the members and patrons of the facility, maintaining the member database, following up with inquiries and phone calls, etc.
- **Executes** emergency procedures quickly and safely if required in order to protect life and property.
- **Communicates** routinely with Leaders regarding issues affecting areas of responsibility, and presents new projects and ideas related to this role.
- **Assists** with other projects and tasks as assigned.

What (Qualifications):

- Must be able to display and utilize superb people skills in person and over the phone, showing exceptional etiquette, care, attitude, and respect, with a contagious warm, caring, and friendly spirit.
- Must be able to handle difficult situations and de-escalate conflict when necessary, serving as an arbiter and representing the facility and its mission, while also upholding the best interests of members.
- Effectively communicates both verbally and written (required to be fluent in English; bi-lingual is a plus, but not required).
- Lifting requirements < 50 lbs.

- May sit, stand, or perform manual physical labor of low - moderate intensity for extended periods.
- May require stooping, bending, standing, crouching, and a low - moderate level of physical dexterity with a low - moderate level of physical exertion.
- May work a flexible schedule, including some evenings, weekends, early mornings, etc. and be available to provide schedule coverage on behalf of team members when possible.
- Must have a sincerely expressed desire to serve Christ, demonstrated by living and promoting the values thereof, and a willingness to be part of a dynamic, diverse team serving in a drug/alcohol/tobacco-free campus workplace environment.

Who:

- Reports to the Director of the LPC and/or the Member Services Coordinator.

Expectations:

- The mission drives everything we do; students and patrons are central to that.
- We collaborate with team members to put the best of the organization first.
- We are supportive of others and open to their ideas.
- We focus on God and work towards unity.
- We take responsibility and initiative in a timely fashion.
- We thank volunteers and donors at every opportunity.
- We bring our best effort, no excuses.
- We operate with grace, flexibility, respect, professionalism, excitement, and energy.
- We identify and fill unmet needs.
- We communicate, regularly talking in person or calling team members.