

Fitness & Wellness Receptionist Job Description

TITLE: Fitness & Wellness Receptionist

ROLE:

- FitWell Receptionists are the front-line Fitness & Wellness Services employees who help create a welcoming and safe environment for patrons for all of our programs and services.
- They are responsible for providing information and resources for FitWell service inquiries, completing sales transactions and scheduling appointments.
- They are also responsible for ensuring that all appropriate paperwork and procedures are completed prior to patrons utilizing our services.

SUMMARY OF RESPONSIBILITIES: Fitness & Wellness Services employees ensure that patrons have all of the information and assistance they need to participate in any FitWell programs and services such as personal training, Reformer Pilates, instructional programs and RelaxSpace sessions. They will verify that all required paperwork is complete, schedule appointments, ensure all services are paid for, communicate with doctor's offices and patron about the status of their service requests and make reminder calls. They are also responsible for some minimal equipment checkout and cleaning. ***Please refer to the bottom of this job description to view more detailed examples of job responsibilities and how they align to your personal & professional development.**

PAY RATE: \$11.00 per hour (with opportunities to advance to other positions).

TYPICAL WORK SCHEDULE AND HOURS:

- Schedules are assigned based on your availability and how it matches with the predetermined shift times. We appreciate that you are a student first.
- Set weekly schedules will be created and shared prior to the beginning of the semester.
- Most FitWell Services staff work 6 – 15 hours per week.
- Student employees can work a maximum of 28 hours (domestic) and 20 hours (international) per week for all campus jobs.

APPEARANCE AND DRESS: The Fitness & Wellness Receptionist will be clean and neatly attired while on duty. A RecWell staff shirt and nametag (provided) are to be worn as the primary outer layer, as well as khaki/jeans bottoms with no rips or holes and closed-toed shoes when on shift.

SUPERVISOR(S): Assistant Director, Fitness & Wellness

MINIMUM QUALIFICATIONS:

- Must possess strong customer service skills.
- Work both independently and collaboratively with others in various working groups to achieve common goals.
- Strong verbal and written communication skills with coworkers, supervisors, and all RecWell patrons and guests.
- Ability to positively create a welcoming environment for all and maintain a positive attitude at work.
- Functions and communicates effectively and respectfully with all people.
- Demonstrating an articulation of one's own personal and professional goals, strengths, and weaknesses, and how this work experience will be a growth opportunity.
- Ability to address conflict in a professional manner through problem-solving and critical thinking.

HOW TO APPLY: Interested candidates must apply through Handshake.

QUESTIONS? Contact Elizabeth Michel at emichel2@kent.edu

SUMMARY OF FITNESS & WELLNESS: Fitness & Wellness (FitWell) is the umbrella for a variety of programs and services through Recreation and Wellness Services. Some of the highlights of Fitness & Wellness include personal training, Reformer Pilates, group fitness classes, instructional programs, 5K races and the RelaxSpace. Our programs and services run throughout the year and are most are open to students, faculty/staff, community members and nonmembers.

OTHER REQUIREMENTS AND EXPECTATIONS:

- **Background Check:** Must obtain a background check outlined by the department prior to employment. All offers of employment at RecWell are contingent upon clear results of a thorough background check (will be provided upon hire at no cost). A plea of guilty to, a finding of guilty by a referee, jury or court of, or a conviction of any of the following shall disqualify an individual from being eligible for employment with Recreation and Wellness Services.
 - (1) A felony. (2) A sexual offense, as defined in chapter 2907 of the revised code. (3) An offense of violence, as defined in section 2901.01(A) (9)(a) of the revised code. (4) A theft offense, as defined in section 2913.01(K)(1) of the revised code. (5) A drug abuse offense, as defined in section 2925.01(G) of the revised code. (6) Substantially comparable conduct to (1) through (5) above, occurring in a jurisdiction outside the state of Ohio.
- **Standard Trainings:** Become certified in American Red Cross CPR/AED / FA for the Professional Rescuer, Fraud Training, Bloodborne Pathogen Training, and other trainings as assigned (will be provided upon hire at no cost).
- **Department Trainings:** Attend all new hire orientation trainings, department (semesterly) and area trainings (monthly), and other trainings (in person and online) as needed.
- **Certifications:** Maintain all valid certifications that are required of your position and abide by FERPA / HIPPA.
- **Communication Expectations:** Adhere to communication deadlines and expectations set forth by your area supervisor or other professional staff members, including answering emails, text messages, and phone calls in a timely manner (24-48 hours).
- **Work Flexibility:** Ability to work a flexible schedule, including non-traditional work hours, and practice good time management skills.
- **Working Week Limit:** Abide by the hourly work week limit of 28 hours maximum per week in all on campus jobs combined. For international students, this number is 20 hours per week when classes are in session, and 28 hours per week when classes are not in session (summer, spring break, and winter break).
- **Emergency Response:** Ability to respond to an emergency, as outlined in the Emergency Action Plan.
- **Clean, Safe, Organized Workstation:** Maintain a clean, organized, and safe workstation and environment for student employees, patrons, and all others.
- **Policies and Procedures:** Abide by all other policies and procedures outlined by Recreation and Wellness Services, the Division of Student Affairs, and Kent State University.
- **Commitment and Congruency:** Commitment to Recreation and Wellness Services' mission, team culture, and values and aligning oneself with them.

ABOUT RECREATION AND WELLNESS SERVICES:

- **MISSION STATEMENT (describes who we are):** We build communities of belonging by encouraging well-being through inclusive leadership, recreation, and wellness experiences.
- **VALUES (describes what guides our practice):** Sustainability, Excellence, and Belonging.

EQUAL OPPORTUNITY: We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

AVAILABLE RESOURCES:

- [Kent State University Career Exploration and Development \(website\)](#)
- [How to Write a Resume \(website\)](#)
- [How to Write a Cover Letter \(website\)](#)

NACE COMPETENCIES FOR A CAREER – READY WORKFORCE: The [National Association of Colleges and Employers](#) developed a definition for career readiness and [identified key components](#) to prepare college students for a successful transition into the workplace. These are some more examples of how this position will allow you to grow in each of these competencies. Some examples are “Professionalism” and “Critical Thinking”. This position’s job responsibilities will allow you to grow in each of these competencies. Please see below.

Job Responsibilities	Career & Self Development	Communication	Critical Thinking	Leadership	Professionalism	Teamwork	Technology
Job Responsibility 1: Create a safe environment while constantly managing risk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 2: Create an environment where everyone feels safe and welcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 3: Communicate effectively with patrons, other employees, and supervisor.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 4: Be prepared for all programs and shifts.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Job Responsibility 5: Help patrons grow by facilitating the FitWell learning outcomes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 6: Be a leader, teacher, and role model for patrons and other staff.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job Responsibility 7: Use technology to improve job efficiency and enhance patrons’ experiences: Microsoft Suite, Email, Connect 2 & Fusion software, OneDrive, etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>