Fitness Operations Specialist Job Description

About Stanford Department of Athletics, Physical Education and Recreation
Stanford Department of Athletics, Physical Education and Recreation is committed to providing diverse recreation and fitness opportunities that inspire health and well-being for the Stanford Community. We aspire to maximize fun, friendly and positive interactions in our program offerings. We are looking for dedicated team members to integrate themselves as part of an effective customer service and fitness specialist at the Arrillaga Recreation Center at SLAC.

Job Purpose
Ensures a welcoming experience as the main point in the recreation center and on the fitness floor. This part-time position requires excellent customer service for the fitness and wellness needs of the Stanford Community at SLAC. Staff members must display a desire to make participants feel welcome and eager to return to our facilities. Staff members will also coach and encourage participants to reach their wellness goals.

Your responsibilities include:

- Provide a safe, friendly and inclusive environment at all times.
- Monitor access and greet every customer entering the facility.
- Manage the day-to-day needs of participants.
- Provide fitness consultations and educate participants to adhere to all fitness center and building policies.
- Proactively maintain a clean and safe exercise environment.
- Ensure that machines are operational and weights and other equipment are returned to their proper location.
- Ensure special event set-up and preparations are complete, including proper placement of sports equipment.
- Answer phone calls and walk in inquiries.
- Other duties as assigned.

To be successful in this position, you will bring:

- Strong interpersonal skills.
- Ability to work cohesively with others.
- Experience working in a hands-on customer service environment.
- Demonstrated excellent organizational skills and attention to detail.
- Demonstrated experience working independently and as part of a team.
- Ability to routinely and independently exercise sound judgment in making decisions.
- Ability to serve participants and effectively provide health, recreation and wellness opportunities.
- CPR/First Aid/AED certification, preferred or acquire within 3 months
- Kinesiology, exercise science or fitness related degree, preferred.
- Available to work during operational hours, Mon-Fri between 6am-7pm.

Contact information for questions and to send resume:
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