



4G ATHLETIC - POSITION DESCRIPTION

Position Title:	STUDIO ASSISTANT
Department:	FITNESS
Reports To:	4G ATHLETIC ASSISTANT MANAGER
Date:	August 1, 2018

RESPONSIBILITIES

1. Greeting all members, guests, and staff at the Front desk. Check all members and guests into facility making sure appropriate forms and waivers are filled out when necessary.
2. Assist members and guests with reservations, account billing questions, comments and concerns as appropriate.
3. Maintains accurate records of new users attending class, notifying coaches who is new.
4. Ability to provide superior customer service in a timely, professional, and courteous manner.
5. Able to maneuver 4G website, assist in setting up new participants and navigate both MindBody and FitMetrix software.
6. Ensures that the studios are clean and safe at all times. Only cleaning during non-class times, always present to the front desk.
7. Assist Managers and Studio Lead in touring people of the space.
8. Assist Move coaches with heart rate monitors (EX: battery issues and or new members borrowing monitors).
9. Respond in emergency situations, notifying the appropriate authority.
10. Answer phone and answer customer questions relating to 4G or passing on information to Management.
11. Maintain a neat and professional personal appearance, (see uniform matrix) and name lanyard.
12. Adheres to additional responsibilities and policies, adapting to changes and need of the company - All other duties as assigned.
13. Develop and maintain a complete working knowledge of the entire operation; keep current on all programming, events, and functions at the facility.
14. Effectively communicate members' concerns, comments, and questions to appropriate Manager.
15. Perform duties ranging from lifting, stocking, reaching, climbing, and organizing stock.

REQUIREMENTS

1. Current CPR certification.
2. Excellent communication skills.
3. Physical Requirements: Bend, stoop, crouch, climb, stand, sit and turn/pivot; Lift/lower, push, pull and carry up to 40 lbs; perform office tasks using simple hand grasping, fine hand manipulation and reach associated with assigned tasks such as paperwork, typing, and/or word processing, filing, calculating and use of telephone; See, hear, and speak with sufficient capability to perform assigned tasks and maintain proper job safety conditions.

I acknowledge that I have read and understand the job description as outlined above.

Signature _____

Date _____

*Receive unlimited 4G classes and individual MVP membership

