



**ORGANIZATION:** City of Lincoln City  
**JOB TITLE:** Member Services Specialist  
**FLSA STATUS:** Non-Exempt, Grade 7  
**UNION:** AFSCME  
**UPDATED:** August 2018

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**PURPOSE OF POSITION:** Develop, lead and promote specialized water fitness classes, provide the duties of a lifeguard, and assist in maintaining proper pool chemistry and cleanliness. Provide and promote membership information and fitness orientations for customers. Perform a variety of office tasks in support of the operations of the City's Parks and Recreation Department, and present a positive, warm and helpful presence when greeting and responding to the needs of Community Center customers.

**ESSENTIAL JOB FUNCTIONS:**

Engage in public relations and marketing efforts to promote water fitness and gym classes and increase membership. Provide building tours to prospective members and guests to introduce them to the Community Center and its amenities.

Provide fitness orientations and instruct customers in the proper use of fitness center equipment. Help monitor the fitness areas and assist in providing a non-disruptive/safe atmosphere at the facility. Ensure patrons follow facility rules and regulations and the proper use of equipment.

Use excellent customer service and communication skills to answer telephone and greet visitors; respond to inquiries and provide information to the public regarding memberships, current and future activities, programs and events in the Department or refer to appropriate staff. Take messages as appropriate and refer to others. Document inquiry sources.

Perform a variety of administrative duties to support department activities such as selling passes, program registration, checking in customers, preparing information for reports and processing mail.

Design, develop and provide instruction of water fitness classes and programs. Ensure class participants understand the proper movement and techniques of the exercise to gain maximum benefit. Monitor and oversee individuals in classes and assist and correct them as needed to ensure they are performing activities in a safe and productive manner.

Oversee and monitor the pool areas and instruct customers in the proper use of the pool. Provide a non-disruptive/safe atmosphere at the pool through direct supervision of site. Ensure patrons follow facility rules and regulations and use equipment properly.

Provide lifeguard duties, and assist in maintaining proper pool chemistry and cleanliness.

Use Microsoft Word, Excel and other City programs and systems (e.g. Rec Ware) to perform job duties. This includes using the City's e-mail system to engage in appropriate and professional communications internally and externally as needed to perform job duties.

**THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.**

Receive and receipt various payments from the public. Balance till at end of each front counter shift.

Represent the Recreation Center and the City in a positive way. This includes promoting all classes and aspects of the Recreation Center at any opportunity, as well as greeting customers and members of the public professionally and warmly, offering assistance and demonstrating excellent customer service.

Maintain professional, respectful, productive and cooperative working relationships with City staff, other organizations and the general public. Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Opens/closes the pool/Recreation Center as needed, including on the weekends.

Performs other related duties as assigned.

**AUXILIARY JOB FUNCTIONS:** Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

**JOB QUALIFICATION REQUIREMENTS:**

**MANDATORY REQUIREMENTS:** Must be 18 years old, equivalent to a High School education, supplemented by additional training specific to program assignments and one year experience of practical experience in the health and fitness field or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Considerable knowledge of assigned program areas and related instruction methods, first aid and emergency procedures, practices, trends and laws governing program area. Demonstrated aptitude for class design and instruction, including strong communication skills. Proficient swimmer.

**SPECIAL REQUIREMENTS/LICENSES:** American Red Cross Basic Lifeguard Training Certification, a current American Red Cross CPR for the Professional Rescuer card or the ability to obtain one within six months of appointment and the ability to maintain one throughout employment.

**DESIREABLE REQUIREMENTS:** Possession of a current American Red Cross Basic Lifeguard Training Certification and current American Red Cross CPR for the Professional Rescuer card. Experience working at a Recreation Center, preferably as a fitness instructor, swim instructor or Lifeguard. American Council in Exercise (ACE) certification or equivalent and demonstrated

adherence to principles. Knowledge of specific word processing software utilized within the department, such as RecWare.

**PHYSICAL DEMANDS OF POSITION:** While performing the duties of this position, the employee is frequently required to sit, stand, lift, bend, swim, kneel, stoop, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 25 pounds on a regular basis and may infrequently require moving materials weighing up to 40 pounds. Manual dexterity/coordination required over 50% of the work period while operating program equipment.

**WORKING CONDITIONS:** Working conditions are associated with pool area and recreation center. The noise level in the work area is higher than most indoor environments with personal interruptions, background noise, voices and music.

**SUPERVISORY RESPONSIBILITIES:** May supervise volunteers in the course of programming. Supervision of staff is not a requirement of this position.

**SUPERVISION RECEIVED:** Works under the general supervision of the Community Center Supervisor.