



Position Description

Position Title: Gym Associate

Reporting to: Director of Human Resources, CEO

Job Type: On-site, Part-time varies, early mornings, afternoons, evenings, late evenings, weekends, and holidays (according to schedule)

Location: 300 West Lanikaula Street, Hilo, Hawai'i 96720

Position Summary:

Provide customer service and assistance to YMCA members for fitness center and fitness classes at the front office. This includes maintenance and sanitization of the fitness center, including restrooms, in adherence to the recommended CDC guidelines and YMCA procedures.

REQUIRED SKILLS AND KNOWLEDGE:

- Basic computer skills
- Must be able to work shifts in very early mornings, afternoons, evenings, late evenings, weekends, and holidays (according to schedule)
- CPR certification is required and can be obtained through the YMCA after hiring
- Successful background clearance
- Be at least eighteen years of age with reliable transportation
- Basic money skills, such as giving change, addition, and subtraction
- Basic custodial skills
- Ability to work without direct supervision, a self-starter
- Ability to work as part of a team

Job Duties:

- Greet, check in, and direct members and staff as they enter the facility.
- Answer phone calls with a proper greeting and helpful attitude
- Sanitize equipment, machines, and restrooms
- Serve as a first point of contact for members and visitors, answering questions and providing information as needed
- Communicate effectively with staff and members.

- Collection of membership dues and assistance with new membership applications.
- Provide receipts upon payment of membership fees, and conduct cash, check, credit/debit card transactions at the front office, and using membership portal
- Light duty maintenance: refill paper towels, cleaning supplies, dispose of trash, sweep, mop, and maintain the cleanliness of the Multi-Purpose Room (MPR), fitness center, restrooms, showers, and exercise machines
- Must be able to lift and carry at least 50lbs.
- Work harmoniously with others, maintaining a positive vibe and work environment with a “can-do” attitude.
- Great communication skills
- Take fitness class attendance through security cameras or visually, in person
- Identify uncommon situations with membership and problem-solve, referring some matters to management
- Accurately take messages for staff members in writing
- Follow directions for special events

Last Updated 1/21/2026