

## Centra Aide

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**Department:** Centra

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Work Schedule:** Varies

**Job Status:** Part Time

**Reports To:** Centra Director

**Amount of Travel Required:** No travel required

**Positions Supervised:** None

### POSITION SUMMARY

To provide excellent customer service and monitor user entrances to facility. To ensure a safe and helpful workout environment for the members of the Centra, as well as provide assistance to those working out.

### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Essential Functions Statement(s)

- Provide excellent customer service at all times.
- Assist members and guests with access and usage of the Centra.
- Assist members and guests with all of their equipment needs.
- Monitor all activities within the Centra.
- Ensure the Centra is clean (including wiping down equipment when necessary).
- Monitor occupants using the facility and ensure they are following building policies and procedures.
- Make sure all equipment is in its proper place.
- Assist the Centra Director and Centra Wellness Coordinator in room setups.
- Monitor multipurpose court usage.
- Keep the work/office area clean.
- Execute emergency procedures when necessary.
- Perform all other duties as assigned.

## POSITION QUALIFICATIONS

### Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works effectively.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

**Education:** High School Graduate or General Education Degree (GED)

**Experience:** Six months to one year related experience

**REVIEWED BY (SUPERVISOR SIGNATURE)** \_\_\_\_\_ **DATE** \_\_\_\_\_

**REVIEWED BY (EMPLOYEE SIGNATURE)** \_\_\_\_\_ **DATE** \_\_\_\_\_

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.