Gym Monitor Belchertown Parks and Recreation Department

Job Description:
The Gym Monitor is responsible for monitoring gym activitied and facility use to help maintain a safe, orderly, and welcoming environment for participants, spectators and coaches. The position provides customer service, monitors facility conditions, addresses disruptive behavior, identifies and reports safety concerns, and assists with responding to emergencies in accordance with department procedures.

Job Responsibilities:
- Monitors basketball games and activities to help ensure a safe and orderly environment for participants, spectators and coaches.
- Remains attentive to activities within the facility and responds promptly and appropriately to safety concerns, incidents, or emergencies, including notifying emergency personnel when necessary.
- Monitors spectator and participant behavior and addresses disruptive conduct in a professional and appropriate manner.
- Assists with maintaining crowd control and ensuring that facility rules and expectations are followed.
- Present professional apprearance and attitude at all times.
- Attend staff meeting and training.
- Ensures the facility is in good condition and notes any issues.
- Provide written reports on all incidents.
- Report safety hazards discovered to Program Coordinator immediately.
- Complete any additional duties as assigned by the Program Coordinator, Office Manager or Recreation Director.

Uniform Requirements:
- Staff Shirt

Minimum Qualifications:
- Must be at least 21 years old.
- Ability to communicate effectively and professionally with participants, spectators, coaches, and department staff.
- Ability to exercise sound judgment and remain calm when addressing disruptive behavior or responding to unexpected situations.
- Effective verbal and written communication skills.

Reports to:
1. Program Coordinator
2. Office Manager/Department Assistant
3. Recreation Director