

Gonzales Healthcare Systems - Job Description

Job Title: DRIVE Technician	Department: DRIVE
Employee Reports To: DRIVE Supervisor	Employee Supervises: N/A
Exempt/Non-exempt Status: Non-Exempt	Employment Status: Full-Time
Employee Signature:	Approval:
Date:	Date:
Position Summary	
<p>Provides DRIVE with Administrative support which is not limited too but, includes Clerical support of the day to day operations i.e. - registration of new members and point of sale. Also, maintains current client accounts including proper billing and collections of services records, Schedules appointments for service providers. Answers and transfers calls. Assists with retention of clients and community education of all services offered. Assists with the planning and execution of special events. Written and computer skills with the ability to communicate effectively is a must. Is responsible for working and providing support for both Drive & Recreational Supervisors.</p> <p>Employee must be able to learn all products and services to effectively provide assistance as well as solutions to meet the needs of each customer.</p> <p>Employee must be enthusiast and possess excellent customer services skills. Employee must enjoy working with people and possess a friendly and outgoing personality.</p> <p>Assists with regular housekeeping and maintenance on all equipment and exercise areas and a variety of other duties needed.</p> <p>OSHA Bloodborne Pathogens I</p>	
Position Qualification	
Education & Licensure	High School diploma or equivalent preferred.
Experience	Advanced Computer Skills and experience required. Ability to work independent required Experience with working in the public required.
Physical Requirements	Intermittent sitting, prolonged periods of standing and walking. Frequent bending, stooping, and reaching. Must be able to perform proper physical demonstrations with weights and equipment for clients. Average lifting of 25# from the floor to waist, 50# surface to surface, 15# overhead. Carrying of 40# up to 80 feet and pushing and pulling with 50# force while moving equipment.
Technology Requirements	
GHS Information Systems	WEBSITES: Brightly Health.edu G-Drive UKG Club Automation
Access Control	
Physical Access	AC-EVERYONE AC-THRIVE

Section 1. Core Behaviors – All Staff	
	Organizational Commitment
1	Demonstrates a professional demeanor
2	Is committed to GHS's Mission, Vision, Values
3	Complies with Gonzales Healthcare Systems and departmental Policies
4	Demonstrates commitment to enhancing how GHS is viewed by others

5	Adheres to Attendance & Punctuality Policy
B	Customer Orientation
1	Advocate of the diverse needs & cultural values of ALL
2	Provides attentive service to ALL
3	Demonstrates respect, sensitivity & care in ALL
4	Protects confidentiality and privacy of ALL
5	Adheres to current GHS's Customer Service Standards
C	Performance Focus & Self-Management
1	Organizes & prioritizes work duties
2	Works toward the continuing growth/development of staff
3	Sets & tries to surpass personal & work goals
4	Is aware of one's impact on others
5	Is flexible & adapts positively to new, different or changing situations
6	Asks questions, is informed & acts according to GHS's standards
7	Incorporates the PI plan principles into daily activities
8	Adheres to laws and regulations applicable to job function
D	Team Orientation
1	Acts to work cooperatively with & helps other team members
2	Participates in projects & is a good team player
3	Recognizes and acknowledges others for a job well done
4	Considers coworkers views & recommendations
5	Extends team work behaviors to ALL
E.	Interpersonal Communications
1	Effectively communicates with others in an effort to create mutual understanding
2	Works to find resolutions to problems
3	Encourages two way communications
4	Maintains focus on issues rather than personalities

Section 2. Department Specific Duties and Responsibilities	
A.	Essential Duties & Responsibilities
1	Ensures safety of clients while exercising through continuous monitoring.
2	Ensures all equipment is in proper working condition.
3	Demonstrates proper equipment function and techniques to all new customers.
4	Assists new customers with exercise program development.
5	Maintains current PAR-Q data on all clients.
6	Orders and maintains proper level of supplies.
7	Keeps environment clean and organized.
8	Generates customer interest by offering new ideas and techniques.
9	Attend and participate in training and department meetings.
10	Provides Administrative Support and carries out tasks as assigned in a timely manner.
11	Ensures new members are registered properly.
12	Ensures new members are fully educated in all services and how to safely operate all equipment.
13	Ensures all fees are billed and collected accurately.
14	Assists with staffing.
15	Assists with planning and executing special events.
16	Fully understand and operate the software used for inventory, appointment scheduling, membership database and running reports.
17	Assist with marketing ideas
18	Answers and screens calls promptly and routes all incoming calls to the requested party according to departmental procedure.
19	Provides clearly written messages to specified employees when a call or transfer cannot be completed.
20	Participate in community outreach programs.
21	Collects fees for services performed and maintain appropriate financial records including daily receipts and a monthly report.
22	Reports promptly to the Supervisor and the correct Management staff all issues that need to be addressed. I.e.: Client Concern, broken equipment, supplies not available, etc.
23	Files all correspondence and maintains a current up-to-date filing system to ensure retrieval capability.
24	Performs other duties as assigned by supervisor.
B	Infection Control Duties and Responsibilities

1	Follows Infection Control guidelines and policies for Gonzales Healthcare Systems.
C	Safety Duties and Responsibilities
1	Follows Safety guidelines and polices for Gonzales Healthcare Systems.