



Fitness Centre Attendant – Recreation

Location: Wesbrook & Old Barn Community Centres, UBC Neighbourhoods, Vancouver, BC

Position Type: Part-Time (10–25 hours per week)

Reports To: Fitness Supervisor

About the UNA

The University Neighbourhoods Association (UNA) is a not-for-profit organization that enhances the quality of life in the residential neighbourhoods surrounding the University of British Columbia. We operate community centres, parks, and recreation amenities and deliver programs and services that foster a vibrant, inclusive, and engaged community. Our Wesbrook and Old Barn Fitness Centres are welcoming spaces where residents of all ages can pursue their health and wellness goals in a safe and supportive environment.

This role is an excellent starting position for those interested in a career in fitness, with opportunities to gain hands-on experience, build foundational skills, and grow into personal training and other advanced fitness roles over time.

Position Summary

The Fitness Centre Attendant is responsible for managing access to the Wesbrook Fitness Centre, supporting patrons in the basic use of exercise equipment, and helping to ensure the Wesbrook and Old Barn Community Centre fitness spaces remain open, safe, and inclusive for all users. Reporting to the Fitness Supervisor, the Attendant provides frontline customer service, assists with day-to-day administration, and helps maintain a clean, welcoming, and well-organized environment.

This position is ideal for individuals looking to begin or grow their career in the fitness and recreation field, develop strong customer service and coaching skills, and explore future opportunities such as group fitness instruction or personal training within a community setting.

Key Responsibilities

Fitness Centre Operations

- Manage access to the Wesbrook Community Centre Fitness Centre, including checking passes and greeting all patrons in a friendly and professional manner.
- Help ensure that the Wesbrook and Old Barn Fitness Centres remain open, safe, and inclusive spaces by modelling respectful behaviour and supporting UNA policies.
- Answer public enquiries in person, by email, and by telephone, providing accurate information about memberships, programs, and services.
- Promote and sell fitness centre memberships and introduce patrons to personal training services and other fitness opportunities.
- Orient and guide patrons in the proper and safe use of various exercise machines and free weight equipment, within scope of training.
- Maintain the cleanliness and upkeep of the fitness centre, including equipment, floors, and high-touch surfaces, following established checklists and standards.

- Treat minor injuries and provide first aid as required; report all accidents, incidents, and hazards promptly to the Fitness Supervisor.
- Enforce rules of conduct and fitness centre policies consistently to support a positive, respectful environment for all users.

Member Support & Engagement

- Create a welcoming and inclusive atmosphere by engaging with patrons, answering questions, and offering basic guidance to support their fitness goals.
- Encourage safe exercise habits and refer patrons to personal trainers or fitness programs when more detailed instruction or individualized support is needed.
- Support community-building by promoting UNA fitness and recreation programs, workshops, and special initiatives.

Professional Development & Growth

- Participate in training and ongoing professional development opportunities related to fitness, client service, and risk management.
- Build foundational skills and experience that support progression into roles such as Personal Trainer, Group Fitness Instructor, or other recreation positions.
- Collaborate with the Fitness Supervisor and team to share ideas that enhance member experience, safety, and engagement in the fitness centres.

Qualifications

Education

- Minimum completion of Grade 12.
- Post-secondary coursework or a diploma/degree in Recreation, Leisure Services, Human Kinetics, Kinesiology, or a related field is considered an asset.

Experience

- Experience working or volunteering in a sport, fitness, or recreation facility is preferable.
- Demonstrated interest in health, fitness, and supporting others in their wellness journey.
- Experience in customer service or a public-facing role is an asset.

Knowledge, Skills & Abilities

- Strong customer service skills with the ability to interact courteously and effectively with a diverse community of users.
- Comfort with basic fitness equipment and willingness to learn proper use and safety guidelines.
- Ability to follow established procedures, complete cleaning and safety checklists, and pay attention to detail.
- Strong communication skills (verbal and written) and the ability to respond to inquiries clearly and professionally.

- Ability to remain calm and act appropriately in emergency or first-aid situations.
- Experience with recreation or membership software (such as PerfectMind or similar systems) is an asset.
- A second language, such as Mandarin, is an asset and supports our diverse community.

Certifications & Requirements

- Valid Standard First Aid and CPR Certification, or willingness to obtain prior to start date.
- Ability to work varied shifts, including early mornings, evenings, weekends, and/or holidays as required.
- Successful completion of a Criminal Record Check with Vulnerable Sector clearance, or willingness to obtain prior to start date.

Core Competencies

- Commitment to providing inclusive, community-focused customer service.
- Reliability, professionalism, and strong work ethic.
- Initiative and willingness to learn and take on new responsibilities.
- Ability to work independently while also contributing positively to a team environment.
- Sound judgment, problem-solving skills, and the ability to enforce policies respectfully and consistently.

Work Schedule, Compensation & Benefits

This is a part-time position based primarily at the Wesbrook Fitness Centre, with some shifts and responsibilities at the Old Barn Fitness Centre as needed. Shifts will include a mix of mornings, evenings, weekends, and holidays to support operating hours and community demand.

Rate of Pay: **\$24.38 per hour** (*includes 2026 COLA adjustment*), plus access to a supportive team environment and opportunities for professional growth in the fitness and recreation field.

How to Apply

At the UNA, we are committed to recruiting a diverse workforce that represents the community we serve and to maintaining open, safe, and inclusive community spaces. We invite all qualified candidates to apply, including Indigenous applicants, visible minorities, immigrants, LGBTQ2S+ individuals, people of all genders, and persons with disabilities.

If you are interested in starting or building your career in fitness and making a meaningful impact in your community, please submit your resume and cover letter by **Sunday, May 31, 2026, at 11:59 PM** to:

Nancy Li (Fitness Supervisor)
University Neighbourhoods Association
3335 Webber Lane
Vancouver, BC, V6S 0H3



Email: nancy.li@myuna.ca

For more information on the UNA, and to view the detailed job description, visit: myuna.ca/careers

We thank all applicants for their interest in the UNA. Only those selected for an interview will be contacted.