



JOB DESCRIPTION

POSITION: Fitness Centre Attendant

EFFECTIVE DATE: May 31, 2026

DEPARTMENT: Recreation

REPORTS TO: Fitness Supervisor

DIRECT REPORTS: None

JOB SUMMARY

Reporting to the Fitness Supervisor, the Fitness Centre Attendant is responsible for managing access to the Wesbrook fitness centre and guiding patrons in the basic use of various exercise equipment. This position assists with administrative tasks, ensures the overall safety within the facility, and maintains the cleanliness and upkeep of the fitness centre and its equipment.

OVERALL GOALS FOR THE POSITION

1. Ensure excellent customer service.
2. Excellent knowledge of UNA fitness membership and personal training package options.
3. Clearly communicate both internally and externally with staff and fitness centre members.

ROLES, RESPONSIBILITIES AND EXPECTATIONS

1. Manage access to the Wesbrook Community Centre fitness centre.
2. Answer public enquiries in person, by email and by telephone.
3. Sell fitness centre memberships and personal training sessions.
4. Orient and guide patrons in proper use of various exercise equipment.
5. Maintain the cleanliness and upkeep of the fitness centre and its equipment.
6. Treat minor injuries and report all accidents to a supervisor.
7. Enforce the rules of conduct and fitness centre policies.

SKILLS, QUALIFICATIONS AND EXPERIENCE REQUIRED

Education requirements:

- Minimum of Grade 12 completion. Diploma in Recreation and Leisure Services or Bachelor's degree in Human Kinetics or Kinesiology is considered an asset.

Experience requirements:

- Experience working in a sport, fitness or recreation facility is preferable.

- Demonstrated ability to provide excellent customer service.
- Experience with software such as PerfectMind is an asset.

Technical knowledge, skills & abilities requirements:

- Knowledge of the methods used in fitness programs and the proper use of exercise equipment.
- A second language such as Mandarin is an asset.
- Valid Standard First Aid and CPR Certification is required or willingness to obtain prior to start.
- Must be able to work varied shifts including early mornings, evenings, weekends, and/or holidays.
- Valid criminal record check with vulnerable sectors clearance is a requirement or willingness to obtain prior to start.

Soft skill requirements:

- Think strategically – Assess options and actions based on trends and conditions in the environment, and the vision and values of the UNA.
- Build relationships – Establish and maintain effective working relationships internally and externally to achieve the goals of the UNA.
- Creativity/innovation – Develop new and unique ways to improve operations of the UNA and to create new opportunities.
- Focus on community Needs – Anticipate, understand, and respond to the needs of internal and external members and residents to meet or exceed their expectations within the UNA parameters.
- Plan – Determine strategies related to the role's accountabilities to move UNA forward, sets goals, creates and implements actions plans, and evaluates the process and results.
- Lead – Positively influence others to achieve results that are in the best interest of the UNA.
- Make decisions – Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the UNA.
- Organize – Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Solve problems – Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Communicate effectively – Demonstrate excellent verbal and written communication skills.
- Foster teamwork – Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance effectiveness.
- Adaptability – Demonstrate flexibility, versatility and tolerance in a changing work environment while maintaining effectiveness and efficiency.
- Discretion – Understand and demonstrate ethical behaviour and business practices.