

Job Description

Fitness Attendant

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Fitness Attendant at Queens Place Emera Centre plays a crucial role in promoting health and wellness within the community by managing various aspects of the fitness facility. Key responsibilities include providing input into the development of fitness class schedules, conducting personal training sessions and other fitness centre programs and services, leading fitness classes, and providing equipment maintenance and Fitness Centre cleanliness. This role ensures the safety and satisfaction of users through adherence to safety protocols, community outreach, and effective promotion of programs and services. The Fitness Attendant supports special events and collaborates with the Recreation Department to enhance the overall facility user experience, contributing to the facility's reputation as a hub for health and wellness in the Region of Queens.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p>Program Development and Coordination</p> <ul style="list-style-type: none"> Assist in creating and maintaining a balanced group fitness class schedule for all ages and abilities. Continuously evaluate health and wellness programs, providing recommendations to improve offerings and meet community needs. Ensure fitness operations align with industry best practices to meet public expectations for quality and instruction. Provide input into the creation and implementation of facility promotions; including communication to current and prospective users. Assist with the setup and execution of special events at Queens Place Emera Centre as needed. 	<p>10%</p>

Description	Approximate Time Spent (%)
<p>Fitness Instruction and Orientation</p> <ul style="list-style-type: none"> • Instruct scheduled fitness classes, ensuring adherence to established schedules and quality standards. • Provide orientation sessions for new members, covering equipment use, fitness programs, and personal training options. • Facilitate specialized programs ensuring they meet participant needs and objectives. • Maintain an accurate calendar and log of patron appointments and membership files; ensuring online calendars are accurate and up to date for all appointments and group classes. 	50%
<p>Equipment Management and Safety</p> <ul style="list-style-type: none"> • Oversee the maintenance and safe operation of fitness equipment, reporting and addressing deficiencies promptly. • Adhere to cleaning schedules, ensuring a safe and inviting fitness environment. • Follow and enforce safety protocols, participating in safety meetings and ensuring all procedures are followed. 	20%
<p>Administrative Support and Community Engagement</p> <ul style="list-style-type: none"> • Provide input on budget needs related to fitness operations, including equipment procurement and replacement. • Support the development and implementation of community outreach programs that promote fitness services and engage the community. • Manage and submit employee forms and maintain confidentiality. • Assist other facility departments as needed. 	10%
<p>Customer Service and Professional Development</p> <ul style="list-style-type: none"> • Maintain a positive and professional demeanor when interacting with the public, addressing inquiries and concerns promptly. • Stay informed about all programs, events, and services offered at Queens Place Emera Centre. 	10%

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> Pursue training opportunities to enhance fitness offerings and responsible to ensure certifications are up to date. 	

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Personal Trainer certification or equivalent training.
- Specific certifications to instruct group fitness classes.
- Hold and maintain up to date First Aid, CPR, WHMIS certifications.
- Provide satisfactory Vulnerable Sector and Child Abuse Register checks every 3 years during term of employment.

Experience:

- One-year related experience.

Knowledge/Skill/Ability:

- Strong understanding of Microsoft Office programs.
- Highly motivated.
- Excellent organization, planning and interpersonal skills.
- Health & wellness focused.
- Proficient in the use of technology including scheduling, word processing, membership management and other administrative software.

WORK CONDITIONS



Contacts and Nature of Interactions

Frequency Legend			
Constant – every day for most of the day		Occasional – bi-weekly to monthly	
Frequent – daily		Rare – once in a while	
Regular – weekly			
Contact (Title)	Internal / External	Frequency	Nature of Interaction
Supervisor	Internal	Regular	Report on daily activities, receive guidance, discuss program improvements.
Fitness program participants	External	Constant	Lead fitness classes, provide instruction, and monitor safety.
Fitness centre users	External	Constant	Provide assistance and instruction, conduct orientations and appointments, respond to inquiries, monitor safety.
Recreation department staff	Internal	Frequent	Collaborate on facility operations, coordinate events and promotions, share information.
QPEC Systems Operators	Internal	Regular	Receive and share information.

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

Work Demands

This position spends approximately:

- [96]% of the time indoors
- [2]% of the time outdoors
- [2]% of the time driving a vehicle during work

Physical effort:

- Standing for extended periods of time.
- Maintaining required levels of physical fitness to complete job duties.
- Ability to lift in excess of 25 lbs.
- Conducting physical fitness demonstrations and programs.

Mental effort:

- Focused attention during fitness instruction
- Assessing participants needs and abilities

- Managing multiple tasks simultaneously

Hours of work:

- Flexibility required. Shift work including daytime, evenings, weekends and holidays.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



Independent Decision Making:

- Adjusting fitness routines based on participant needs
- Addressing safety concerns during sessions and programs

Financials and Budget:

- Recommending purchases for fitness equipment
- Monitoring supply usage and needs

Confidential Information:

- Access to confidential information as it relates to membership files and health information pertaining to personal training assessments.
- Protecting personal and health information of participants and users

Creativity and Ingenuity:

- Developing engaging fitness programs
- Innovating ways to improve participant experiences

Leadership, Supervision and Functional Advice

Employees this role manages or supervises:

- N/A

Functional advice this role may provide and to whom it is provided:

- User groups, members, patrons and visitors.

POSITION CLASSIFICATION
(Where this position fits)



Position Title: Fitness Attendant	Division: n/a
Department: Queens Place Emera Centre	Classification:
Positions Supervised Directly: N/A	Reports to (Direct): Director of Recreation
Salary Grade: 2	Positions Supervised Indirectly:
Hours per week: Flexibility required. Shift work including daytime, evenings, weekends and holidays.	Work Location: Queens Place Emera Centre
Effective Date:	Revision Date: September 2024

Organizational Chart

The reporting relationship of this position to others within the immediate department.

