



UNIVERSITY OF
CALGARY

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ACTIVE LIVING

2500 University Drive NW
Calgary, AB, Canada T2N 1N4
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Fitness Attendant

Fitness Attendants are responsible for providing outstanding front line customer service, completing opening and closing duties, ensuring the safety and security of the centre and its patrons, completing light equipment cleaning and maintenance, controlling access to the Fitness Centre, and the processing of memberships and handling cash. Please note that moderate physical demands may be required.

Position Information

Shifts: Varying based on availability: 3 - 8.5hr shifts, Monday-Sunday, ranging from 6:00am – 10:30pm

Dates: Year-round

Rate of Pay: \$15

Location: Fitness Centre

Qualifications:

- At least 2yrs of an applicable undergraduate degree or equivalent (Kinesiology, Physical Education preferred)
- Current Standard First Aid and CPR-C certifications
- Strong customer service skills and experience
- Strong communication and conflict resolution skills
- Experience handling cash an asset
- Experience with University online systems an asset
- Key holder experience an asset

Duties and responsibilities

1. Front Line Duties

- To meet and greet all members with a smile, friendly verbal greeting and eye contact
- To ensure all customers are taken care of in a timely, competent manner
- To respond to patron questions and concerns in a friendly and professional manner
- To monitor front desk area, keeping it clean, tidy and organized
- To maintain a professional appearance and attitude throughout the Kinesiology department
- Orient patrons on equipment unfamiliar to them
- Provide spotting services to patrons

2. General Program Services and Information

- To be knowledgeable of all programs and services operating within the Fitness Centre and to take responsibility to learn about other programs and services available through Active Living
- To learn and use the various computer programs (CSIS, MaxGalaxy, etc) to control access, register and pull pertinent information when assisting customers and staff
- To ensure security of sensitive client information
- To handle financial transactions involving event registration, membership and pass purchases
- To give directions to all user areas and to direct questions/inquiries to appropriate staff
- To inform members regarding facility/track bookings, closures and special events
- To promote and refer interested users to the Personal Fitness Training services

- To be knowledgeable in Super Circuit operations/procedures and provide quality instruction during introductions, encouraging inexperienced patrons to purchase a one on one orientation, via Personal Training
- 3. Cleaning, Maintenance and Repairs**
 - To have a good working knowledge of cleaning and maintenance procedures
 - To follow cleaning and maintenance checklists, ensuring equipment is properly cleaned and maintained
 - To actively seek out and ensure facility cleanliness and equipment organization at all times; return displaced equipment back to its proper spot; know who to contact should janitorial issues arise; forward facility infrastructure concerns to the Fitness Centre Manager or Shift Supervisors
 - Troubleshooting malfunctioning equipment within own abilities; placing broken-down or unsafe equipment off-line
 - To effectively communicate operational/equipment concerns, issues, suggestions and potential improvements
 - 4. Events and Closures**
 - During track bookings, cordon off the track lanes with pylons and the appropriate signage
 - During track closures, moving equipment as necessary and cordoning off the track with the curtain and appropriate signage
 - 5. Emergency Procedures**
 - To initiate proper emergency and incident procedures
 - Document all emergencies and incidents on forms provided and forward to the Fitness Centre Manager
 - 6. Preventative Safety**
 - Ensuring continual supervision of all areas of the Fitness Centre, contributing to the maximization of coverage between the front desk, main floor and track levels
 - To be knowledgeable in all Fitness Centre policies
 - To politely approach Fitness Centre patrons and assertively convey and enforce policies when necessary
 - To put safety and security considerations above all others
 - 7. Access Control**
 - To control access at the front gates, ensuring all members entering the facility have a valid membership, pass or wristband
 - Ensure that all alternate doors and exits are secured at all times
 - Continually monitoring the elevator/cycle centre entrance, ensuring only patrons with mobility issues are using the cycle centre entrance; enforcing access control when necessary
 - Control access to studio/facility keys
 - 8. Opening and Closing Duties**
 - Where applicable, arriving on-time for the scheduled shift and opening the Fitness Centre
 - Where applicable, closing and securing the Fitness Centre at the scheduled closing time, making sure all patrons have safely left the facility
 - 9. Occupational Health & Safety**
 - Understands and complies with the requirements of the University's Occupational Health and Safety Policy
 - Has knowledge of and understands the expectations of the University's Occupational Health and Safety Management System (OHSMS) and applicable Faculty/Departmental/Unit specific health and safety policies and procedures
 - Ensures that all work conducted is in accordance with the Alberta Occupational Health and Safety Act, Regulation and Code and other health and safety legislation as applicable

To Apply:

Please submit your resume to the Fitness Centre front desk (KNB 154), or send to the Chris Gordon cdgordon@ucalgary.ca