



Fitness Attendant Job Description

Fitness Attendants are responsible for providing exceptional front line customer service, completing both opening and closing duties, ensuring the safety and security of the Fitness Centre and its customers, completing 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 5:45 AM – 10:45 PM.
- **Dates:** Year-round.
- **Rate of Pay:** \$15.42 CAD/hour.
- **Location:** Fitness Centre.

Required Qualifications

- Currently a U Calgary student in at least your second year of an undergraduate degree or equivalent.
- Current Intermediate First Aid with CPR-C certification.
- Proficient customer service skills and experience.
- Proficient communication and conflict resolution skills.
- Experience handling cash an asset.
- Experience with University online systems an asset.
- Key-holder experience an asset.

Responsibilities and Expectations

1. Front Line Duties

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

2. General Program Services and Information

- a. 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.
- b. To learn and use the various computer programs (CSIS, MaxGalaxy, etc.) to control access, register and access pertinent information when assisting customers and staff.
- c. To ensure security and confidentiality of sensitive client information.
- d. To handle financial transactions involving event registration, membership, and pass purchases.
- e. To give directions to all user areas and to direct questions/inquiries to appropriate staff.
- f. To inform members regarding facility/track bookings, closures, and special events.
- g. To promote and refer interested users to the Personal Training services.



3. Cleaning, Maintenance and Repairs

- a. To have a good working knowledge of cleaning and maintenance procedures.
- b. To follow cleaning and maintenance checklists, ensuring equipment is properly cleaned and maintained.
- c. To actively seek out and always ensure facility cleanliness and equipment organization; return displaced equipment back to its proper spot; know who to contact should janitorial issues arise; forward facility infrastructure concerns to the Fitness Centre Coordinator or Operations Assistants.
- d. Troubleshooting malfunctioning equipment within own abilities; placing broken-down or unsafe equipment out of order to maintain safety of customers.
- e. To effectively communicate operational/equipment concerns, issues, suggestions, and potential improvements.

4. Events and Closures

- a. During track bookings, cordon off the track lanes and specific equipment with stanchions, pylons, and the appropriate signage.
- b. During track closures, moving equipment as necessary and cordoning off the track with the curtain and appropriate signage.

5. Emergency Procedures

- a. To initiate proper emergency and incident procedures.
- b. Document all emergencies and incidents on forms provided and forward to the Fitness Centre Coordinator.

6. Preventative Safety

- a. 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.
- b. To be knowledgeable in all Fitness Centre policies.
- c. To politely approach Fitness Centre customers and assertively convey and enforce policies when necessary.
- d. To put safety and security considerations above all others.

7. Access Control

- a. To control access at the front gates, ensuring all members entering the facility have a valid membership, pass or wristband.
- b. Ensure that all alternate doors and exits are always secured.
- c. Continually monitoring the elevator entrance, ensuring only customers with mobility issues are using it and enforcing access control when necessary.
- d. Monitor and track access to studios and facility keys.

8. Opening and Closing Duties

- a. Arriving on-time for the scheduled shift and opening the Fitness Centre.
- b. Closing and securing the Fitness Centre at the scheduled closing time, making sure all customers have safely and the facility is secure upon leaving.

9. Occupational Health & Safety

- a. Understands and complies with the requirements of the University's Occupational Health and Safety Policy.
- b. 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.
- c. 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 email your resume to the Fitness Centre Coordinator – Jamie Wilkinson – at: jamie.wilkinson1@ucalgary.ca