



**Position Synopsis and Purpose**

(a position overview and how it connects to the big picture)

Under the general guidance and direction of the Recreation Active Living Programmer, and reporting to the Recreation Supervisor, the Fitness Attendant (PT) position acts as the first point of contact for customers of the City of Barrie’s Fitness Centres. Specifically, this position provides front-line customer service at one of the City’s Fitness Centres. Additionally, this position oversees the activities of gym patrons to ensure proper and safe use of fitness machines, free weights and cardio equipment. Overall, this position plays an integral role in the operation of the City’s Fitness Centres to enable the City of Barrie to deliver fitness services that allow residents to live healthy and active lives.



**Major Responsibilities**

(what this position does and how they allocate their time)

Description	Approximate Time Spent (%)
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Provides customer service to patrons of the City of Barrie’s Fitness Centres, which involves welcoming visitors, providing direction and information regarding programs and services and responding to and/or redirecting inquiries, questions and complaints.</li> <li>• Controls access to the Fitness Centre, ensuring that all visitors entering the gym meet applicable admission requirements.</li> <li>• Monitors the gym space and the activities of patrons to ensure the proper and safe use of fitness machines, free weights and cardio equipment.</li> <li>• Provides instruction, guidance and/or a demonstration to gym patrons on proper and safe exercise techniques and use of fitness machines, free weights and cardio equipment.</li> </ul>	<p>70%</p>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Maintains cleanliness of Fitness Centre exercise areas and equipment, which involves the completion of basic custodial duties such as wiping down equipment and putting away weights and other exercise tools.</li> <li>• Completes various tracking reports and documents to track participation in Fitness programs.</li> <li>• Completes periodic facility scans to ensure adherence to Safety policies, procedures, rules and regulations.</li> <li>• Responds to and/or assists with on-site emergencies, incidents and accidents, which may involve the provision of Standard First Aid, CPR, the use of an Automated External Defibrillator (AED) and/or the completion of an accident/incident report, when required.</li> <li>• Performs other duties as assigned or as required in accordance with branch, departmental, divisional and/or corporate objectives.</li> </ul>	<p>30%</p>

\*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.



## Required Training

(description of training required in order to perform the major responsibilities)

- Corporate Orientation Training
- Corporate Health and Safety Training
- Recreation Services Departmental Orientation Training
- Standard First Aid, CPR Level C and Automated External Defibrillator (AED) Certifications

\*Attends training, workshops and seminars as appropriate and as required



## Minimum Qualifications

(absolutely cannot do without)

### Education (degree/diploma/certifications)

- Valid Personal Training Certification from an accredited institution and/or association
- Standard First Aid, CPR Level C and Automated External Defibrillator (AED) Certifications
- Satisfactory Criminal Record Check and a Vulnerable Sector Check

### Experience

- Demonstrated experience using fitness machines, free weights and cardio equipment

### Knowledge/Skill/Ability

- Working knowledge of proper exercises techniques, in accordance with fitness industry standards
- Demonstrated ability to exert physical effort to use fitness machines, free weights and cardio equipment
- Demonstrated ability to work independently with minimal supervision
- Basic oral and written communication, customer service and interpersonal skills
- Basic computer literacy utilizing Microsoft Office Suite (Excel, Outlook, Word)
- Availability to work weekdays, evenings, weekends, and/or holidays, when required



## Preferred Qualifications

(the ideal candidate)

### Education (degree/diploma/certifications)

- Valid Personal Training Certification with additional fitness certifications from an accredited institution and/or association
- HIGH FIVE® Principles of Healthy Child Development Certificate from HIGH FIVE® National

## Experience

- Three (3) months of cumulative part-time experience performing duties related to the above mentioned major responsibilities in a fitness centre/gym work environment

## Knowledge/Skill/Ability

- Intermediate oral and written communication, customer service and interpersonal skills
- Intermediate computer literacy utilizing Microsoft Office Suite (Excel, Word)
- Basic computer literacy utilizing an attendance software



## Work Setting

(description of the work environment and nature of people interactions)

## Contacts

Frequency Legend	
<b>Constant</b> – every day for most of the day	<b>Occasional</b> – bi-weekly to monthly
<b>Frequent</b> – daily	<b>Rare</b> – once in a while
<b>Regular</b> – weekly	

Contact	Frequency	Nature of Interaction
Fitness Centre Patrons	Constant	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information regarding Fitness Centre related matters; collaborates to troubleshoot and problem solve; gathers and/or distributes information
Fitness Instructor (PT) Personal Trainer (PT)	Frequent	Collaborates on branch work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Client Services Staff	Frequent	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Programmer	Regular	Collaborates on branch/department work initiatives; exchanges and explains information; receives advice, guidance and instruction regarding the completion of tasks; collaborates to troubleshoot and problem solve; responds to inquiries and questions
Recreation Facilities Staff	Regular	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Supervisor	Occasional	Receives guidance, direction, support and supervision, which includes performance management, discipline and recognition of

Contact	Frequency	Nature of Interaction
		achievements; collaborates on branch/department work initiatives; collaborates and works in partnership on cross branch/departmental work projects/initiatives; receives technical and/or functional advice, guidance and/or explanations regarding Fitness Centre related matters; collaborates to troubleshoot and problem solve; gathers and/or distributes information; receives required training; responds to inquiries and questions

### Work Conditions

- This position spends approximately 70% of the time in a gym work environment which involves exposure to varying temperatures, noise, fitness machines, free weights and cardio equipment
- This position spends approximately 30% of the time at a service counter located in a recreation fitness facility with frequent interruptions, which involves exposure to varying temperatures and noise
- This position requires the following physical effort:
  - Frequent sitting, standing and/or walking
  - Occasional stooping, kneeling and/or crouching
  - Occasional use of fitness machines, free weights and cardio equipment
  - Occasional lifting and/or holding objects not exceeding 10 kg
  - Occasional pushing and/or pulling objects not exceeding 10 kg
- The position requires the following dexterity:
  - Occasional use of light tools and equipment such as a mop and vacuum
  - Occasional use of a computer keyboard, mouse, telephone and other office equipment
- Interactions with contacts are generally courteous and collaborative, however can include occasional exposure to rudeness, profanity and/or verbal abuse
- Regular hours of work are up to and including 24 hours per week with a varying schedule to support business demand



### Corporate Values (operating principles that guide all staff conduct)

#### Strive

- To exceed customer expectations
- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant

#### Share

- Information
- Resources
- Ideas
- Workload
- Expertise

#### Care

- About our customers
- About each other
- About the quality of our work
- About keeping our commitments
- About the community



### Position Classification (where this position fits)

<b>Position Title:</b> Fitness Attendant (PT)	<b>Division:</b> Community and Corporate Services
<b>Department:</b> Recreation Services	<b>Classification:</b> Non-union (Part-time)
<b>Branch:</b> Recreation	<b>Reports to (Direct):</b> Recreation Supervisor
<b>Position Supervised Directly:</b> N/A	<b>Positions Supervised Indirectly:</b> N/A
<b>Effective Date:</b> August 8, 2016	<b>Revision Date:</b> N/A
<b>Equivalency Code:</b> N/A	<b>Hours per Week:</b> Up to and including 24