



**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 Instructor (PT) position is responsible for the organization and delivery of fitness classes. Specifically, this position leads and facilitates various fitness classes such as Zumba, Pilates and Yoga while ensuring the safety, well being and enjoyment of participants. Overall, this position plays an integral role in enabling the City to provide comprehensive and enjoyable recreation active living programs to its residents by instructing fitness classes for all age groups.



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

Description	Approximate Time Spent (%)
<p><b>Program Instruction</b></p> <ul style="list-style-type: none"> <li>• Develops comprehensive lesson plans prior to each scheduled class and reviews lesson plans with the Recreation Programmer.</li> <li>• Instructs and leads fitness programs such as Zumba, Pilates, Yoga, Tai Chi, and Bootcamp.</li> <li>• Educates program participants on safe and proper fitness techniques.</li> <li>• Monitors the safety of program participants at all times and enforces City procedures and safety regulations, ensuring that participants are never left unsupervised.</li> <li>• Obtains, prepares and organizes all required equipment and supplies.</li> <li>• Performs set-up/clean-up and opening/closing duties.</li> </ul>	85%
<p><b>Administration and Customer Service</b></p> <ul style="list-style-type: none"> <li>• Responds to and/or redirects inquiries and questions from program participants, parents/guardians, and/or the general public regarding fitness programs.</li> <li>• Responds to and/or redirects complaints, behavioural concerns or customer service issues.</li> <li>• Informs program participants of program changes or cancellations and/or notifies the Recreation Programmer.</li> <li>• Completes and submits all accident and/or incident reports and maintains tracking, when required</li> <li>• Escorts children and/or enforces the buddy system to the washroom and/or change room, when required.</li> <li>• Ensures all participant paperwork is complete and accurate including contact, emergency and medical information.</li> <li>• Maintains attendance records of program participants; follows up with participants who have multiple absences and/or informs the Recreation</li> </ul>	15%

Description	Approximate Time Spent (%)
<p>Programmer of absences.</p> <ul style="list-style-type: none"> <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>	

\*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 Fitness and/or Personal Training Certification and completion of accredited fitness courses in accordance with certification requirements for the course(s) being taught
- HIGH FIVE® Principles of Healthy Child Development Certificate from HIGH FIVE® National within three (3) months of hire, if instructing applicable age group
- Standard First Aid, CPR Level C, and Automated External Defibrillator (AED) Certifications
- Satisfactory Criminal Record Check and a Vulnerable Sector Check

#### Experience

- Previous experience instructing and/or participating in the specific program activity in accordance with experience requirements laid out in any applicable certifications required to instruct the program activity in question

#### Knowledge/Skill/Ability

- Demonstrated ability in the specific program activity being taught; including the ability to demonstrate/participate in the activity for the duration of a class session

- Demonstrated ability to effectively lead and facilitate fitness lesson programs
- Demonstrated ability to work with minimal supervision
- Intermediate interpersonal, customer service and oral communication skills
- Availability to work weekdays, evenings, weekends and/or holidays, as required



### Preferred Qualifications (the ideal candidate)

#### Education (degree/diploma/certifications)

- Secondary School Diploma

#### Experience

- Refer to “Minimum Qualifications”

#### Knowledge/Skill/Ability

- Advanced interpersonal, customer service and oral communication skills



### 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
Program Participants	Constant	Instructs fitness programs; monitors the safety of participants; explains and enforces safety procedures, rules and regulations; receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information regarding fitness classes and related matters; collaborates to troubleshoot and problem solve; gathers and/or distributes information
Fitness Attendant (PT)	Frequent	Collaborates on branch/department work initiatives; collaborates to troubleshoot and problem solve; gathers and/or distributes information
Recreation Programmer (FT) Recreation Active Living Programmer (PT)	Regular	Collaborates on branch/department work initiatives; collaborates and works in partnership on cross branch/departmental work projects/initiatives; receives advice, guidance and instruction regarding the completion of

Contact	Frequency	Nature of Interaction
		tasks; receives technical and/or functional advice, guidance and/or explanations regarding fitness classes and related matters; collaborates to troubleshoot and problem solve; gathers and/or distributes information; receives required training; responds to inquiries and questions
General Public Parents/Guardians	Regular	Receives, investigates, redirects and/or responds to inquiries, questions, concerns and/or complaints; provides information regarding fitness classes and related matters; collaborates to troubleshoot and problem solve; gathers and/or distributes information
Recreation Client Services Staff	Occasional	Collaborates on department work initiatives; exchanges and explains information; gathers and/or distributes information; responds to inquiries and questions
Recreation Facilities Staff	Occasional	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 achievements; collaborates on branch/department work initiatives; receives technical and/or functional advice, guidance and/or explanations regarding fitness classes and 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 works in an active gym environment engaged in fitness program activities, with regular exposure to varying temperatures, noise and odours
- Interactions with contacts are generally courteous and collaborative but occasionally can include rudeness/profanity
- Physical effort required for this position varies depending on the program being taught but will include continuous physical efforts as instructors are required to participate in and demonstrate the program being taught
- Normal 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

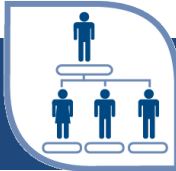
#### Share

- Information
- Resources

#### Care

- About our customers
- About each other

- To continually improve the way we do business
- To find creative and innovative solutions
- To stay relevant
- Ideas
- Workload
- Expertise
- About the quality of our work
- About keeping our commitments
- About the community



## Position Classification

(where this position fits)

<b>Position Title:</b> Fitness Instructor (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