



### Position Synopsis and Purpose

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

Under the general guidance and direction of the Recreation Programmer, and reporting to the Recreation Supervisor, the Fitness Monitor (PT) 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. 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 or redirecting inquiries, questions, and complaints.</li> <li>Controls access to the Fitness Centre to ensure that all visitors entering the gym meet applicable admission requirements.</li> <li>Monitors the gym space and the activities of patrons and enforces safety policies and procedures.</li> <li>Assists with facilitating various program activities and recreational special events, as related to the Fitness Centre.</li> </ul>	80%
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>Maintains cleanliness of Fitness Centre exercise areas and equipment, which involves performing 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 or assists with on-site emergencies, incidents, and accidents, which may involve the provision of Standard First Aid, CPR, and the use of an Automated External Defibrillator (AED), and the completion of an accident/incident report.</li> <li>Responds to or redirects inquiries, questions, and complaints from fitness participants and the general public regarding recreation programs, services, and events.</li> </ul>	20%

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> <li>• Completes log reports on equipment use and maintenance.</li> <li>• Performs other duties as assigned or as required in accordance with branch, departmental, divisional, and 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



## Conditions of Employment

(credentials that are required upon hire and must be maintained)

- Satisfactory Criminal Record Check and a Vulnerable Sector Check



## Minimum Qualifications

(absolutely cannot do without)

### Education (degree/diploma/certifications)

- Standard First Aid, CPR Level C, and Automated External Defibrillator (AED) Certifications

### Experience

- N/A

### Knowledge/Skill/Ability

- Demonstrated ability to:
  - maintain a high standard of public relations at all times
  - perform in a manner which is consistent with corporate goals, vision, mission, and values
  - work independently with minimal supervision
- Basic verbal communication, written communication, interpersonal, and customer service skills
- Basic computer literacy utilizing Microsoft Office Suite (Excel, Outlook, and Word)
- Availability to work evenings, weekends, and holidays



## Preferred Qualifications

(the ideal candidate)

### Education (degree/diploma/certifications)

- Valid Personal Training Certification/Fitness Instructor certifications from an accredited institution 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 within a fitness centre/gym work environment

### Knowledge/Skill/Ability

- 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	

Activity Legend		
Non-Supervisory		
<b>NS1</b> Maintains working relationships	<b>NS2</b> Provides or exchanges straightforward facts or information; responds to questions explanations; limited persuasiveness	<b>NS3</b> Discusses information, provides technical advice, interpretations, and explanations; deals with criticisms and/or difficult individuals
<b>NS4</b> In depth discussion, problem solving, interpretation/analysis of data, investigates issues	<b>NS5</b> Utilizes conflict resolution/mediation techniques during sensitive and/or difficult situations	<b>NS6</b> Negotiates terms of agreement, contacts, interactions, or processes/procedures
<b>NS7</b> Teaches, conducts presentations, and/or facilitates training	<b>NS8</b> Collaborates and works in partnership on joint projects and/or initiatives	<b>NS9</b> Provides leadership, guidance and instruction regarding the completion of work activities
<b>NS10</b> Receives guidance, direction and support regarding the completion of work activities and performance	Supervisory	
	<b>S1</b> Establishes and assigns work activities, projects, and/or priorities; and reviews and evaluates the completion of work	<b>S2</b> Provides guidance, direction, support and supervision, which includes performance management, discipline and recognition of achievements

<b>Contact:</b>	Fitness Centre Patrons	<b>Frequency:</b>	Constant	<b>Activity:</b>	NS2
<b>Contact:</b>	Fitness Instructor (PT), Personal Trainer (PT)	<b>Frequency:</b>	Frequent	<b>Activity:</b>	NS2, NS8
<b>Contact:</b>	Recreation Client Services Staff	<b>Frequency:</b>	Frequent	<b>Activity:</b>	NS2, NS8
<b>Contact:</b>	Recreation Programmer	<b>Frequency:</b>	Regular	<b>Activity:</b>	NS2, NS8, NS10
<b>Contact:</b>	Recreation Facilities Staff	<b>Frequency:</b>	Regular	<b>Activity:</b>	NS2, NS8
<b>Contact:</b>	Recreation Supervisor	<b>Frequency:</b>	Occasional	<b>Activity:</b>	NS2, NS8, NS10

### 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
- Interactions with contacts are generally courteous and collaborative, however can include occasional exposure to rudeness, profanity, or verbal abuse
- This position requires the following physical effort:
  - Frequent, continuous sitting, standing or walking
  - Occasional, non-continuous stooping, kneeling and/or crouching
  - Occasional, non-continuous use of fitness machines, free weights and cardio equipment
  - Occasional, non-continuous lifting and/or holding objects not exceeding 10 kg
  - Occasional, non-continuous pushing and/or pulling objects not exceeding 10 kg
- This position requires the following dexterity:
  - Occasional, non-continuous use of light tools and equipment such as a mop and vacuum
  - Occasional, non-continuous use of office equipment such as a computer keyboard, mouse, telephone and printer
- Normal hours of work are up to and including 24 hours per week with a varying schedule to support business demand



## Position Classification

(where this position fits)

<b>Position Title:</b> Fitness Monitor (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> May 22, 2018	<b>Revision Date:</b> N/A
<b>Equivalency Code:</b> N/A	<b>Hours per Week:</b> Up to and including 24

