



Job Description

Fitness Monitor

Castlegar & District Community Complex
Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Head Recreation & Fitness Leader

TITLE OF IMMEDIATE SUBORDINATES: Could vary by assignment

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervision of the Head Recreation & Fitness Leader, the Fitness Monitor is part of the Fitness Team at the Castlegar and District Community Complex (CDRD). Duties include general maintenance of the Fitness Centre and providing a high level of customer service to CDRD clients utilizing the Fitness Centre. The employee must exercise care in routine dealing with other employees and providing assistance to customers using the facilities.

ROLE AND RESPONSIBILITIES:

As a member of the Fitness team, responsibilities include, but are not limited to:

1. Proactively monitor the fitness centre for cleanliness and safety of all patrons.
2. Answer patron questions, collect feedback & make suggestions for improvement of the fitness centre operations through the appropriate chain of communication. Communication should be constructive and solution based.
3. Ensure the cleanliness of equipment in the fitness centre and in group fitness studio, including maintaining laundry
4. Ensure CDRD Fitness Centre rules and regulations are being adhered to, including proof of payment validation
5. Respond to patron inquiries and concerns immediately, utilizing all appropriate resources (program guide, senior staff, supervisors, etc.) Using a positive customer service approach, provide the utmost in personalized customer care in an enthusiastic and professional manner
6. Promote and maintain good public relations towards those persons or organizations that inquire or could make use of the facility
7. Collect daily usage statistics as required
8. Perform other related duties as required

REQUIRED QUALIFICATIONS AND EXPERIENCE:

- Standard First Aid
- CPR 'C'
- Satisfactory Criminal Records Check
- Weight room experience

PREFERRED QUALIFICATIONS:

- Current Weight Training Certification or equivalent
- Grade 12 or equivalent

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated team work and leadership abilities
- Demonstrated ability to communicate effectively with supervisor, co-workers and members of the public
- Demonstrated ability to effectively follow emergency procedures
- Demonstrated ability to provide an exceptional level of customer service
- Strong inter-personal skills
- Ability to demonstrate initiative and self-motivation
- Demonstrated commitment to the values of the RDCK: Health and Safety, Accountability, Integrity, Respect.

ACCEPTANCE:

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Employer Representative Name	Employer Representative Signature	Date