Job Description

Fitness Technician

Nelson & District Community Complex

Regional District of Central Kootenay

TITLE OF IMMEDIATE SUPERVISOR: Recreation Services Supervisor

TITLE OF IMMEDIATE SUBORDINATES: N/A

DEPARTMENT: COMMUNITY SERVICES – Recreation

SUMMARY OF POSITION:

Under the general supervision of Recreation Services Supervisor, the Fitness Technician is part of the Fitness Team at the Nelson and District Community Complex (NDCC). Duties include providing a high level of customer service to NDCC clients utilizing the Fitness Centre. The employee must exercise care in routine dealings with other employees and provide assistance to customers using the facilities.

TASK DESCRIPTION:

As a member of the Fitness Centre Team, responsibilities include, but not limited to:

1. Proactively monitor the fitness centre for cleanliness and safety of all patrons. Demonstrate basic techniques & equipment use, spot patrons if required.
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. Cleanliness and general maintenance of equipment in the fitness centre and in group fitness studio, proof of payment validation, daily usage statistics, ensure NDCC Fitness Centre rules and regulations are being adhered to, laundry and other duties as required.
4. 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.
5. Promote and maintain good public relations towards those persons or organizations that inquire about the use of the facility.
6. Book and provide new patron fitness centre orientations, monitor value added services, assisting other fitness centre staff in setting up and cleaning up from classes.
7. Perform other related duties as required.

REQUIRED LICENSES, CERTIFICATIONS AND REGISTRATIONS:

- Standard First Aid.
- CPR ‘C’.
- Weight Training Certification.
- Satisfactory Criminal Record.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated scanning skills.
- 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.
- General knowledge of fitness equipment maintenance.
- Knowledge of exercise orientation for apparently healthy individuals.
- Strong inter-personal skills.
- Ability to demonstrate initiative and self-motivation.

PREFERRED QUALIFICATIONS

- Grade 12 or equivalent.
- Weight room experience.
- Microsoft Office experience.

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