



# Job Description

## Fitness Technician

*Salmo & District Recreation Department*  
Regional District of Central Kootenay

**TITLE OF IMMEDIATE SUPERVISOR:** Head Fitness and Recreation Leader

**TITLE OF IMMEDIATE SUBORDINATES:** N/A

**DEPARTMENT:** COMMUNITY SERVICES – Recreation

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### **SUMMARY OF POSITION:**

Under the general supervisor of the Head Fitness and Recreation Leader and Programmer, the Fitness Technician is part of the Fitness Team at the Salmo and District Recreation Center. Duties include providing a high level of service and expertise to 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 Customer Service Team, responsibilities include, but are not limited to:

1. Proactively monitor the fitness center for cleanliness and safety of all patrons. Demonstrate basic techniques and equipment use, spot patrons if required.
2. Answer patron's questions, collect feedback & make suggestions for improvement of the fitness center operations through the appropriate chain of communication. Communication should be constructive and solution based.
3. Accept admission, rental, program, drop-in fees and sell available products and services. Compile necessary facility statistics.
4. Provide facility booking information and date availability to clients.
5. Register patrons for programs and assist clients with course selections, transfers and cancellations.
6. Perform accurate daily cash balance; maintain current price lists for facility products and services.
7. Answer telephone and in-person inquiries to communicate all Salmo Recreation programs, schedules, policies and program changes to customers, maintaining excellent public relations and ensuring effective use of time and resources.
8. Assist and inform public and staff with helpful information regarding RDCK facilities, recording and forwarding telephone messages, matching client needs to RDCK and Salmo Recreation services and/or products in an effort to complete sales transactions.
9. Assist in various duties including preparation of correspondence, documents and maintaining the automated information line and the assistance in emergency and/or first aid situations in a timely manner. Ensure all incident reports and first aid records are filed and documented.
10. Handle frequent interruptions and constant inquiries including occasional upset customers. May be required to handle a number of tasks at one time.

11. Book appointments for personal training sessions and personalized fitness programs.
12. Refer program and pass refunds to the Head Fitness & Recreation Leader or Programmer.
13. Maintain cleanliness of equipment and spaces in fitness center, fitness studio, maintain laundry.
14. Respond to patron concerns immediately, utilizing all appropriate resources (program guide, senior staff, supervisors, etc.).
15. Using a positive customer service approach, provide the utmost in personalized customer care in an enthusiastic and professional manner.
16. Promote and maintain good public relations towards those persons or organizations that enquire or could make use of the facility.
17. Book and Provide new patron fitness center orientations, monitor value added services, assisting other fitness center staff in set up and cleaning up from classes as needed.
18. Perform other related duties as required.

**REQUIRED QUALIFICATIONS**

- High school Diploma or acceptable equivalent
- Standard First Aid
- Weight Training Certification
- Satisfactory Criminal Record

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Experience in Word, Excel, Outlook.
- Cash handling experience
- Proven leadership skills
- Ability to work with minimal supervision and be an effective team player
- Ability to communicate effectively with the public and staff, using tact and diplomacy
- Weight room experience
- Demonstrated ability to work with minimal supervision and be an effective team player
- Ability to lift up to 50 lbs
- Experience with Recreation Software (POS, Registration, Bookings) would be considered an asset.
- 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



# Job Description

## Fitness Monitor

*Salmo & District Recreation Department*  
Regional District of Central Kootenay

**TITLE OF IMMEDIATE SUPERVISOR:** Junior Recreation Services Supervisor

**TITLE OF IMMEDIATE SUBORDINATES:** Could vary by assignment

**DEPARTMENT:** COMMUNITY SERVICES – Recreation

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### SUMMARY OF POSITION:

Under the general supervision of the Junior Recreation Services Supervisor, the Fitness Monitor is part of the Fitness Team at the Salmo & District Recreation Department (SDRD). 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 gymnasium, including maintaining laundry
4. Ensure SDRD 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. . Accept admission, rental, program, drop-in fees and sell available products and services. Compile necessary facility statistics.

9. Register patrons for programs and assist clients with course selections, transfers and cancellations.
10. Perform accurate daily cash balance; maintain current price lists for facility products and services.
11. Answer telephone and in-person inquiries to effectively and courteously communicate all Salmo Recreation programs, schedules, policies and program changes to customers.
12. Assist in various duties including preparation of correspondence, documents and maintaining the automated information line and the assistance in emergency and/or first aid situations in a timely manner. Ensure all incident reports and first aid records are filed and documented.
13. Perform other related duties as required

**REQUIRED QUALIFICATIONS AND EXPERIENCE:**

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

**PREFERRED QUALIFICATIONS:**

- Grade 12 or equivalent

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Demonstrated team work, leadership abilities, and ability to work with minimal supervision
- Demonstrated ability to communicate effectively with supervisor, co-workers and members of the public
- Ability to multi-task and effectively manage their time
- 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