



POSTION SUMMARY

This position exists to provide direct service to members in the Active Living Centre Fitness area and it's main purpose is to provide the opportunity for member interaction, customer relationships, and a safe and welcoming environment for students, staff and community members.

QUALIFICATIONS

MINIMUM FORMAL EDUCATION/TRAINING REQUIRED

- Must be a full time student during the fall and winter terms.
- Must have a background in kinesiology and/or other related exercise science field.
- Preference will be given to those certified through either the Manitoba Fitness Council with specialty in Resistance Training, or hold a CSEP-CPT certification.
- An equivalent combination of other certifications and experience may be considered.
- Current certification in CPR with AED training and Emergency First Aid (all certifications must be current and renewed on an annual basis).

SKILLS AND ABILITIES:

- Demonstrates good personal physical fitness and is able to apply core wellness values and ethics to daily activities.
- Demonstrates a strong customer service philosophy and positive attitude. Is sensitive to the needs of both healthy and at risk clients and is able to be tactful and diplomatic with diverse clientele.
- Has a solid knowledge of body composition, anatomy and exercise physiology.
- Has excellent oral communication and teaching skills and is sensitive to client anxieties.
- Is action oriented complemented by good organization, problem solving and decision making skills.
- Demonstrates an ability to promote and sell services/programs in personal training and assessment areas and other areas of Recreation Services (ie specialty fitness, adult instruction, etc.)
- Must have excellent Customer Service skills and a willingness to interact with customers on an on-going basis. Preference will be given to individuals displaying an energetic vitality for active living.

KEY RESPONSIBILITIES AND DUTIES

Interaction with Members and Scanning of Facility – 75%

1. Circulates throughout fitness areas in the Active Living Centre to ensure that they are highly accessible to all customers.
2. Proactively initiates contact with customers to support them in acquiring the most safe and beneficial workout possible.
3. Supervises member usage of track and exercise equipment.
4. Conducts daily safety and maintenance checks as assigned. Assists in maintaining the cleanliness of the Active Living Centre and refills customer supplies such as paper towel dispensers and spray bottles.



5. Identifies and reports faulty equipment to the appropriate facilities personnel immediately, ensuring that customers are notified that equipment is out of use.
6. Instructs customers in the proper usage of the equipment and monitors usage to ensure safety.
7. Facilitates equipment orientation sessions and Strong Start sessions as required.
8. Follows the University of Manitoba and Active Living emergency protocol and completes required incident reports; identifies and reports any critical concerns immediately to the Coordinator of Health Promotion & Assessment Services and, or, the Director of Membership Services.
9. Monitors group workouts in the Active Living Centre to ensure that only endorsed groups are accessing facilities and ensures that only Recreation Services staff is offering personal training or other related services.
10. Endorses membership policies and potential suspensions when members are not in adherence to etiquette or written policies.

Customer Service – 15%

1. Provides information to members about Personal Training, Fitness Assessments and other services offered by Recreation Services, providing support and inspiration to customers to access these services.
2. Makes any direct referrals of customers as appropriate.
3. Uphold minimum requirements for sales and, or, referrals as outlined by the Coordinator of Health Promotion & Assessment Services in conjunction with the Director of Membership Services.
4. Provides information to Recreation Services staff regarding fitness and membership issues that would lead to improved customer service, and develops recommendations for improved service delivery.

Program and Resource Development – 5%

1. Performs duties within the scope of this profession as requested, including developing member resources and appropriate programs.
2. Makes recommendations for future programs and services.

Other Duties As Assigned – 5%

1. Attends all scheduled meetings in order to maintain effective communication and awareness of all current promotions and programs.
2. Attends mandatory training as scheduled.
3. Some cleaning will be required.
4. Other duties as assigned.

Please submit resumes and cover letters to:

Jen Hurrie, Coordinator Health & Fitness Services
Recreation Services, University of Manitoba
e-mail: jen.hurrie@umanitoba.ca