



Town of HUMBOLDT

Parks and Recreation Department

Job Description

Part Time Fitness Trainer

GENERAL

Customer service is to be recognized as the number one priority for all Parks and Rec. Dept. staff. Every effort must be made to meet the needs of all customers by creating an atmosphere of hospitality and friendly cooperation in our relationship with patrons and fellow staff.

Due to the diverse nature of the Parks and Rec. Dept. operation, all staff are expected to show flexibility and initiative in new or temporary assignments. All Parks and Rec. Dept. staff are expected to exercise independence of judgement and initiative at all times.

Reporting to the Fitness Supervisor, and working closely with all Parks and Rec. Dept. supervisory staff, the Part Time Fitness Trainer is responsible for the day to day operation of the Uniplex Fitness Centre.

In more detail these responsibilities include, but are not limited to the following:

CUSTOMER RELATIONS

- **responsible for maintaining a constant focus on customer service as the number one priority of Fitness Centre staff and ensuring the highest possible level of customer relations at all times.**
- **acts in a public relations capacity to maximize public interest and participation in Parks and Rec. Dept. activities and to bring forth new ideas for the provision of activities and programs.**
- **responsible for reviewing and resolving problems/complaints efficiently and effectively, ensuring the highest possible level of customer acceptance and satisfaction.**
- **responsible for encouraging the development of and maintaining effective and co-operative working relationships with officials and representatives of user groups, customers and members of the public.**
 - **responsible for creating and fostering a strong atmosphere of teamwork and cooperation among Fitness Centre staff and between Fitness Centre staff and other Parks and Rec. Dept. staff**

FITNESS CENTRE OPERATION

- **responsible for ensuring that equipment, work spaces and counters are clean, well**

organized and well maintained at all times

- **assists customers with operation and use of fitness equipment**
- **advises and consults with customers regarding personal fitness needs and assists customers in developing personal fitness plans**

CASH CONTROL

- **responsible for completing daily cash out sheets, ensuring that all deposits balance.**
- **responsible for monitoring admissions, pass sales and drop-in admissions.**

QUALIFICATIONS

- **knowledge of the philosophies, objectives, policies and procedures of the Parks and Rec. Dept. operation.**
- **extensive knowledge of the Fitness Industry**
- **ability to establish and maintain effective working relationships with the public and fellow staff**
- **possession of, or ability to obtain within six months, SPRA Certified Strength Trainer Certificate or other recognized certification in fitness**
- **current level 1 First Aid and CPR certificate**
- **ability to exercise independent judgement and initiative**
- **experience in handling cash, cash reconciliation sheets, cash registers and cash floats.**
- **extensive experience in public service positions with a clear understanding of the importance and value of customer service**
- **ability to communicate effectively orally and in writing**
- **initiative and desire to undertake additional training to upgrade own skills and abilities**



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