Town of HUMBOLDT

Parks and Recreation Department

Job Description

Fitness Supervisor

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 Leisure Services Coordinator, and working closely with all Parks and Rec. Dept. supervisory staff, the Fitness Supervisor 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:

PLANNING

- the Fitness Supervisor will be a key contributor to the development of long term plans for the Fitness Centre.

BUDGET

- together with the Leisure Services Coordinator, the Fitness Supervisor is responsible for the development and preparation of the Fitness Centre budget.
- the Fitness Centre is responsible for monitoring expenditures and ensuring that the Fitness Centre remains within budget parameters while achieving maximum service levels to customers and staff.
- makes recommendations for cost cutting and identifies and recommends capital purchases to enhance and develop the Fitness Centre.

STAFF

- 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
- responsible for evaluating, interviewing and hiring Fitness Centre staff subject to the approval of the Leisure Services Coordinator.
- responsible for the daily supervision, leadership, scheduling, task assignment and performance appraisal of Fitness Centre staff.

- 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.
- responsible for establishing qualifications for Fitness Centre staff and ensuring that these qualifications are met or exceeded by all staff.
- responsible for identifying staff training needs and co-ordinates in-service training and staff development opportunities in accordance with budget parameters.
- responsible for ensuring that all new employees receive an orientation of the Fitness Centre and Uniplex, including procedures and policies relative to the Fitness Centre and general staff.
- when required and with the prior approval of the Leisure Services Coordinator, initiates progressive discipline procedures..
- responsible for working with staff to develop, monitor, and evaluate goals and objectives related to the Fitness Centre operation and other aspects of the delivery of leisure services.
- responsible for maintaining high staff morale, establishing personnel controls and assumes responsibility for the actions of subordinates.
- reviews and confirms with signature all Fitness Centre time sheets

CUSTOMER RELATIONS

- 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.

FITNESS CENTRE OPERATION

- responsible for ensuring that equipment, work spaces and counters are clean, well organized and well maintained at all times
- keeps Fitness Centre inventory and orders supplies as required.

CASH CONTROL

- responsible for reviewing daily cash out sheets, ensuring that all deposits balance.
- responsible for daily bank deposit
- responsible for ensuring adequate controls and procedures for floats.

QUALIFICATIONS

- knowledge of the philosophies, objectives, policies and procedures of the Parks and Rec. Dept. operation.
- extensive knowledge of the Fitness Industry
- one years related experience in the planning and monitoring of fitness and/or recreation programs
- knowledge of the theory, philosophy, standards trends and practices of recreation program planning, particularly in a municipal setting

- ability to establish and maintain effective working relationships with the public and fellow staff
- must hold a valid SPRA Certified Strength Trainer Certificate or other recognized certification in fitness
- current level 1 First Aid and CPR certificate
- knowledge of human anatomy, exercise physiology, and bio-mechanics
- knowledge of the role community recreation plays in the continuum of health
- ability to express ideas and concepts effectively orally and in writing to staff and public
- ability to exercise independent judgement and initiative
- ability to train and evaluate subordinate staff
- superior skill in group leadership, public relations and communications
- experience in handling cash, cash reconciliation sheets, cash registers and cash floats
- ability to produce correspondence and reports accurately and meticulously
- extensive experience in public service positions with a clear understanding of the importance and value of customer service
- ability to train staff in customer service techniques
- ability to plan, schedule, assign, supervise, and check the work of subordinate staff
- 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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