

JOB DESCRIPTION

Job Title: Wellness Representative

Primary Focus:

The Wellness Representative is responsible for ensuring a safe and welcoming environment is provided for our patrons of the TransAlta Tri Leisure Centre (TLC). The Wellness Representative is responsible for ensuring on-going monitoring of equipment and for maintaining a high level of cleanliness throughout the facility. The incumbent also promotes the TransAlta Tri Leisure Centre by providing friendly, courteous and professional service, identifying needs, recognizing moments of opportunity, providing value-added advice and providing the appropriate solution to meet the customer requests. The Wellness Representative will be required to work outside of traditional business hours to ensure the fulfillment of client requirements.

Specific Accountabilities:

- Ensure safety for patrons and staff by implementing and following TLC policies and provincial legislation.
- Perform new member orientations and courtesy follow up phone calls to new members, offering instruction for equipment usage; provide safety supervision such as “spotting” and correction for incorrect usage of equipment.
- Supervise members in usage of the fitness areas including the fitness centre, sunshine room and the track. Provide assistance in equipment usage when required.
- Perform routine inspections of all fitness equipment to find operational malfunctions or potentially dangerous situations due to usage.
- Assist Fitness Instructors and Course Instructors with set-up and take down of fitness equipment as required.
- Perform daily checklists and custodial duties as required.
- Provides support to the Wellness Supervisor with the fitness programming and general operations as required.
- Develop and foster customer relationships through professional, courteous and efficient service for all basic customer service requests by means such as phone, e-mail or in person.
- Ensure Fitness activities meet with and integrate with organizational requirements for the quality management, health and safety, legal stipulations, and general duty of care.
- Maintain and develop TLC image and reputation, and protect and develop the TLC’s brand via suitable PR activities.
- Utilize effective listening and communication skills to identify “Problems/Needs/Opportunities”.
- Prepare written correspondence as required (i.e. Accident reports).
- Performs other related duties and responsibilities as required.

Competencies/Skill-Sets Required:

- Exceptional customer service focus and interest in wellness.
- Strong communication skills (Oral, listening skills and ability to ask questions).
- Independent decision-making, initiative and problem solving skills.
- Knowledge of the basic principles of fitness.
- Teamwork and cooperation.
- Knowledge and understanding of Occupational Health and Safety.

Designations/Training Required/Prerequisites:

- High School.
- Previous Fitness Attendant experience would be an asset.
- General knowledge of Fitness equipment and usage is required.
- Post secondary courses in physical education, kinesiology, recreation, or applicable Provincial/National Fitness Certification is an asset.
- Word processing and general computer experience is an asset.
- Standard First Aid/ CPR C/AED is required.
- Cleared criminal record and child welfare check is required.

Recruits From (Existing Role – Redeployment/Transition):

- External Fitness Attendants
- Internal Customer Service Representatives with Fitness experience.

Career Progression:

- Fitness Instructor
- Personal Trainer/Instructor
- Program Coordinator Wellness
- Wellness Supervisor

Reports To:

- Wellness Supervisor

Direct Reports:

- Nil.