

JOB POSTING

POSITION TITLE	Fitness Centre Receptionist
REPORTS TO	Fitness Centre Supervisor
COMMITMENT	37.5 hrs./week (1-year term contract)
COMPENSATION PACKAGE	To be commensurate with education and experience

ORGANIZATION SUMMARY

Founded in 2008, PISE is a non-profit organization that provides programs and services for South Vancouver Island while managing the Pacific Institute for Sport Excellence facility, the first summer sport institute in Canada. Nationally recognized for work in the areas of **physical literacy** and **inclusion**, PISE is also a part of the ViaSport Regional Alliance in BC. The organization helps build a healthy, active community while focusing on inclusion, physical literacy, active living and supporting the development of performance sport. PISE's driving purpose is to transform lives through healthy activity and sport by providing physical activity and health education programming and services for children, youth and adults. Visit PISE.ca to learn more.

POSITION SUMMARY

The Fitness Centre Receptionists are responsible for assisting all clients with membership and program registrations, monitoring client waivers, inputting program attendance in addition to a range of other administrative duties and direct customer service. The Fitness Centre Receptionists are also required to be Occupational First Aid (OFA) Level 1 certified as they provide first aid coverage for all occupants of the facility during operating hours. The Fitness Centre Receptionists are required to fulfill the job duties efficiently and accurately without direct supervision.

KEY ROLES & RESPONSIBILITIES

- Friendly greeting and customer service for all clients
- Use online client registration system
- Provide program/membership information and registration including fee collection
- Cash transactions and daily reconciliations
- First Aid attendant to all building first aid emergencies
- Handling phone-in and in-person inquiries
- Checking ID, membership and waiver information
- Handing/signing out equipment, towels, keys
- Awareness of facility bookings and assist with facility tours
- Assisting team with facility rental set ups and take downs as necessary
- Assisting team with room set ups and take downs as necessary
- Responsible for opening and closing of the building; ensuring all doors are locked and secured
- Cleaning fitness equipment and assisting with maintenance in fitness centre
- Signing out fitness equipment to clients
- Light cleaning duties and tidying throughout facility as necessary including the High-Performance Gym, Regeneration Room, etc.

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KNOWLEDGE, SKILLS & ABILITIES

- Fitness Centre Receptionists are responsible for providing Occupational First Aid (OFA) coverage for all occupants of the facility. **Candidates must either be OFA level 1 - Standard First Aid certified, or, be prepared to complete the 1 Day training.** OFA course fees to be covered by PISE. Applicants must be 19 years of age to fulfill the duties of OFA attendant as required by WorkSafeBC BC.
- Current Police Information Check with Vulnerable Sector Screen, or willingness to provide one prior to start of position
- Demonstrated previous experience in customer service; cashiering and retail
- Sales skills preferred
- Working knowledge of Microsoft Office, experience using Outlook and other basic computer skills
- Ability to prioritize and multi-task in a busy environment
- Strong work ethic: reliable, team player, positive attitude, independent, enthusiastic and outgoing
- Experience in fitness or recreation settings an asset
- Healthy lifestyle & an interest in health and wellness
- Must be available to work morning, evening and weekend shifts

TO APPLY

Please submit a resume and a cover letter by **midnight, November 1st, 2021** to:

Brianna Coburn
Human Resources & Admin Coordinator
careers@pise.ca

Thank you for your interest in PISE.

*Please note, due to the number of resumes received,
only candidates selected for an interview will be contacted.*