



Fitness Centre Shift Lead

Toronto Pan Am Sports Centre Inc. is currently seeking a part time **Fitness Centre Shift Lead** to join our team!

The key accountabilities of the role include, but are not limited to:

- Acting as a point of contact when Fitness Centre full-time staff is not present;
- Providing leadership to part-time Fitness Centre Attendants;
- Creating a friendly and welcoming environment in the Fitness Centre for all members;
- Maintaining a strong customer-focused approach when responding to general customer inquiries and resolving any schedule conflict;
- Monitoring the safety of all activities and programs and responding to any safety concerns;
- Troubleshooting issues that occur during shifts;
- Ensuring team members are effectively performing assigned tasks;
- Assisting the Fitness Centre Manager and Fitness Centre Coordinator in handling member service concerns (including addressing fitness equipment concerns, investigating member enrollment issues, etc.);
- Problem solving and prioritizing multiple tasks;
- Supporting new member's needs (including providing new members with Fitness Centre tours, registering new members for Group Fitness classes, etc.);
- Assisting with Group Fitness Classes, including set up/ tear down of equipment and checking in class participants;
- Monitoring the Fitness Centre desk, including answering phones, transferring calls, and taking messages and keeping it tidy;
- Escalating information to the appropriate internal TPASC staff and other duties as assigned;
- Understand, support, adhere and enforce Company policies, programs, and procedures; and
- Comply with all legislative requirements (e.g. Occupational Health and Safety Act, Human Rights Code, Employment Standards, Act, 2000, etc.)

The successful candidate will possess the following qualifications:

- Graduated or Enrolled towards a degree in Kinesiology and Health; Physiotherapy; Fitness and Health Promotion; Recreation & Leisure Studies; Business Administration; or related program an asset;
- Current Standard First Aid and CPR-C required;
- Personal Training Certification an asset;
- Supervisory or leadership experience is an asset;
- Flexibility regarding work schedules; including mornings, evenings and weekends;
- Ability to prepare routine administrative paperwork;
- Ability to routinely lift heavy equipment (50lbs);

- Ability to follow routine verbal and written instructions;
- Ability to remain standing or sitting in one position for long stretches of time;
- Excellent problem solving, multitasking and time management skills;
- Outstanding interpersonal and communication skills and
- Ability to handle difficult situations and customer complaints with confidence.

Three professional references will be required, and the successful candidate(s) will be required to obtain a Vulnerable Sector Check as well as proof of COVID-19 Vaccinations subject to any exceptions due to bona fide protected grounds under the Human Rights Code.

Hours of Work: Successful candidates need to be available to work closing shifts (until 11:45pm) on weekdays and weekends.

HOW TO APPLY

Please submit your cover letter and resume by email to the attention of Olivia Vandenberg, Fitness Centre Supervisor by May 20, 2022.

CONTACT INFORMATION

Olivia Vandenberg, Fitness Centre Supervisor
Toronto Pan Am Sports Centre
875 Morningside Avenue
Scarborough, ON M1C 0C7
E-mail: ovandenberg@tpasc.ca

OUR HISTORY

A legacy of the 2015 Toronto Pan Am and Parapan Am Games, Toronto Pan Am Sports Centre is operated by a corporation co-owned by the City of Toronto and the University of Toronto. The world-class facility was the largest sport new-build for the Games and the largest infrastructure investment in Canadian amateur sport history. Toronto Pan Am Sports Centre delivers extensive programming that serves recreational and community groups, university students, high performance athletes, as well as fitness centre clientele. The building's 312,000 square-feet includes two internationally sanctioned 10-lane 50-metre pools, a world-class dive pool and dry-land dive training facilities, a four-court gymnasium, a rock climbing wall, an indoor running track, conditioning rooms, a high performance testing centre, studio spaces, and a state-of-the-art fitness centre for members. The Canadian Sport Institute Ontario (CSIO) is located at Toronto Pan Am Sports Centre and provides world-leading sport science and sport performance services. Toronto Pan Am Sports Centre opened to community users, University of Toronto faculty, staff and students, City of Toronto program users and high performance in September 2014. For more information visit www.torontopanamsportscentre.ca

Toronto Pan Am Sports Centre Inc. is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Toronto Pan Am Sports Centre Inc. will provide, on request, accommodations for disabilities to support your participation in all of our Recruitment Process.

We thank all applicants that apply, however only those being considered for an interview will be contacted.