

Leisure Services Attendant

It is the role of the Leisure Service Attendant to create an environment that enables and contributes to the success of Fairwinds Wellness Centre and promote the facility for fitness wellness and leisure activities. This position involves interacting with members daily, reception duties, selling Memberships & Personal Training, equipment and facility set-up, working alone on a regular basis and opening and closing the Centre. Administrative duties, ie filing, & computer work.

The LSA reports to the Centre Manager and must demonstrate:

- Attention to detail and accuracy
- Willingness to participate in a team environment
- Ability to meet deadlines
- Problem solving and communication skills
- Ability to maintain confidentiality when required
- Excellent customer service to members
- Ability to use computers & their programs such as email, Word and Excel
- Support and assistance for the Centre Manager which may include word processing, photocopying, & other duties assigned
- Supervision of the centre in absence of the Centre Manager
- Provide relief support for Centre Manager and other LSA's

Job Tasks (Duties):

- Providing positive customer service that Members will remember and enjoy
- Promote the membership benefits to existing and potential members
- Provide tours and offer suggestions regarding memberships and programs
- Promote & sell Personal Training
- Book Fitness Assessments for new and current members
- Assist & support Personal Trainers in processing sales, member concerns & administrative tasks
- Maintenance of pool and spa chemicals during the shift
- Set-up and take down of equipment for various meetings and room rentals
- Kitchen service by maintaining a clean kitchen, a constant supply of coffee and by taking care of the dishes, emptying dishwasher
- Maintaining weight room supplies IE water bottle, rags, disinfectant
- Aid Members in weight room
- Complete daily & weekly checklists
- Completing regular rounds to ensure all areas are neat & tidy
- Handle member comments, suggestions and complaints in a professional and thoughtful manner.
- Will always present themselves in a professional manner .
- Participate in staff meetings.
- Complete additional tasks as requested by Centre Manager