

Who We Are:

At Club16 Trevor Linden Fitness & She's Fit! we embody the philosophy of Making Fitness Fun by fostering a welcoming and inclusive environment for all. We prioritize the well-being and acceptance of our members above all else. Our TEAM boasts over 25 years of industry experience, driven by a passion for getting people active. Recognizing the changing landscape of fitness, we pioneered the concept of value-priced facilities, aiming to make fitness accessible to everyone. With over 17 locations, a diverse background and commitment to community engagement, we continue to empower people to lead healthier lifestyles in our mission to be the *top fitness provider in British Columbia*.

Job Summary:

Receptionists are the creators of First Impressions for all members and prospective members (guests) at Club16 Trevor Linden Fitness & She's Fit! Receptionists are responsible for representing a high level of Club16 Trevor Linden Fitness & She's Fit! values throughout each shift (Transparent, Energetic, Accountable and Member Focused). Receptionists are responsible for operating the front desk in a proficient and effective manner. A manner which ensures the smooth flow of supporting members, guests, and administrative accuracy through the club systems.

Duties & Responsibilities:

Front Desk Operations

- Welcome and greet each person with a SMILE
- Ensure all members are checked in upon arrival
- Answer phones in a courteous, helpful, and professional manner, distinguishing between members and non-members.
- Complete opening and closing duties for each shift.
- Inspect and manage the cleanliness of the Front Desk

Customer Service and Communication:

- Maintain an active approach in the customer service process, assisting in supporting any inquiries
- Enthusiastically communicate internal promotions to members.
- Participate in club meetings and training sessions, maintaining an open line of communication on issues related to club production and morale.
- Model all club activities through self-involvement and attend all required staff meetings and training sessions.

Administrative Support:

- Ensure the accuracy of purchase transactions during shift
- Maintain retail displays and items ensuring presentation
- Monitor and ensure completion of inbound emails to the club

Job Requirements:

- Must be legally authorized to work in Canada
- Must have the ability to travel to location with own transportation methods
- Must have ability to organize and move fitness equipment
- Willing to work a flexible schedule including evenings, weekends, and holidays
- Willing to work independently & manage the Front Desk for the majority of the shift

Nice to have's:

- Highschool Diploma, GED or equivalent
- Previous experience servicing customers
- Warm personality with a knack for making someone's day

Compensation & Benefits

Club16 Trevor Linden Fitness & She's Fit! offerings are rooted in performance and length of service measures. The base pay for this position starts at **\$17.40/hour** subject to past employment experience and skills brought on by the successful candidate, at the discretion of the organization. Further wage increases are contingent on performance and total hours worked qualifying for an increase in the hourly wage.

- Group Benefits (dental, mental health, massage, physiotherapy, and more)
- Career development opportunities
- Access to all Club16 and She's Fit! clubs (17 locations)
- Access to all Recovery Services (Red Light Therapy, Tanning, and Hydromassage)
- Employee discount on Personal Training services
- Employee discount on select retail items
- Stronger Together Program discount to select retailers and service providers