

## **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. Originating in 1992 with the establishment of Just Ladies Fitness to the first Club16 Trevor Linden Fitness location in 2011, our journey has been marked by growth and adaptation to evolving market trends. Recognizing the changing landscape of fitness, we pioneered the concept of value-priced facilities, aiming to make fitness accessible to everyone. Through our 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:**

Sales Representatives work collaboratively with Club16 Trevor Linden Fitness & She's Fit! TEAM members, to drive sales, ensure exceptional customer service and promote our value brand. Sales Representatives are responsible for reaching clearly defined daily goals to generate production in the Sales Department. Sales Representatives are also responsible for providing exceptional service to members ensuring the path of success is not just attainable but is enriched with a positive experience inside our clubs.

## **Duties & Responsibilities:**

### *Sales Performance*

- Generating leads and booking appointments
- Producing daily outbound calls to prospective members
- Following the Club16 Trevor Linden Fitness & She's Fit! Sales Process
- Producing daily, weekly, and monthly sales production in Memberships & Personal Training Revenue
- Preparing each new member to succeed in their fitness journey
- Building and maintaining referral business inside & outside the club

### *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.

### **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
- Strong interpersonal skills with the ability to translate the impact of fitness to health and well-being
- Health conscious with a strong understanding of fitness benefits

### **Nice to have's:**

- Highschool Diploma, GED or equivalent
- Previous experience in sales
- Engaging personality with a talent for inspiring others to participate in fitness activities

### **Compensation & Benefits**

Club16 Trevor Linden Fitness & She's Fit! offerings are rooted in a base hourly wage along with a commission structure. A starting Sales Representative should expect to make between **\$20-25/hour** dependent on the number of Membership and Personal Training packages sold. Further wage increases are contingent on performance and employee tenure at the discretion of the General Manager.

- 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