

The role: As an integral part of the Group Fitness and Programs Team, a Group Fitness Instructor is responsible for providing participants with quality fitness experiences through customer service excellence, contributing to team success and trusted empowerment & self-leadership.

Reports to: Group Fitness & Programs Manager

The successful applicant must be available to teach multiple disciplines at a variety of times.

What's In It for You:

- Free facility access based on hours worked
- Free and discounted programs & services
- Employee recognition programs
- Annual staff events including BBQ's, Corporate challenge, holiday party, and many more
- Free parking and close to transit with a C-train and bus stop steps away

What You'll Do:

Customer Service Excellence:

- Provide legendary service to the participants of Group Fitness by allowing yourself adequate time to set up the equipment and test the sound system to ensure prior to the start time indicated on the schedule (minimum 15 minutes ahead of class start time).
- Lead the participants through a safe & effective class by following guidelines within your scope of practice.
- Welcome new participants to the class by making yourself available before & after class to answer questions regarding the program.
- Ensure that the experience of the participant is a primary focus when planning & leading your class.
- Ensure that each class includes a proper warm up, cool down, stretch & adequate recovery periods between exercise sets and/or drills.
- Accommodate various levels of fitness within your class by providing modifications to specific exercises within the class.
- Assist the participants in your class by providing prompt, sincere, and professional responses to questions or concerns and strive to exceed their expectations.
- Be responsible for the set up and take down of equipment for your class including the stereo system and making sure batteries are recharging.
- Emailing the Group Fitness & Programs Manager, when there is equipment concerns.
- Be open to feedback that is provided and take suggestions into consideration when facilitating the class.
- Ensure that the sound volume is maintained at a safe standard for the duration of the class.

Contributing to Team Success:

- Establish positive working relationships within the team and other departments to ensure a cohesive working environment.
- Attend quarterly in-services and meetings on a regular basis to ensure that you stay up-to-date on information related to Group Fitness.
- Assist with the evaluation of the Group Fitness classes by providing the Group Fitness & Programs Manager with feedback and recommendations.
- Maintain effective communication with other Group Fitness Instructors, the Group Fitness & Programs Coordinator and the Group Fitness & Programs Manager by responding to information in a timely manner.
- Assist other Group Fitness Instructors by subbing for classes as needed when your schedule allows you to do so.
- Secure a substitute when you are unable to facilitate a class.
- Support other Group Fitness Instructors by adhering to the Group Fitness schedule and encouraging your participants to assist with the transition between classes.
- Ensuring you are checking and responding to Repsol Sport Centre emails on a regular basis.
- Ensure you are checking scheduling software for open classes, and to ensure your schedule is correct.

Trusted Empowerment & Self Leadership:

- Understand and apply all Emergency Procedures related to Group Fitness and ensure that you communicate the incidences that occur during your classes through the appropriate reporting procedures.
- Familiarize yourself with the policies and procedures outlined for Group Fitness and ensure that all supporting procedures are practiced on a continuous basis.
- Inform the Group Fitness & Programs Manager of changes to your availability that impact your ability to facilitate classes in a timely manner.
- Ensure that your payroll is up-to-date by updating your payroll through UKG
- Participate in professional development opportunities to expand your knowledge and stay up-to-date with trends in the industry.
- Demonstrate an ability to make informed decisions regarding the Group Fitness classes and ensure that you follow up with all individuals that are impacted.
- Demonstrate understanding of how the APP is used, and promote within classes.

What You Need:

Qualifications:

- Group Fitness Certification including AFLCA (Group Fitness Fundamentals) or Can-Fit Pro (Fitness Instructor Specialist)
- Complimentary certification related to your expertise (ex. Cycling, Bootcamp, DWW)

- Ensures all renewals are completed according to renewal requirements for specified designation.
- CPR C (recertified within one year) and Standard First Aid (recertified within 2 years)-required before employment can commence.

Experience and skills:

- Minimum of one year experience in instructing a Group Fitness Class is essential
- Strong communication skills (verbal and written).
- Exceptional customer service skills.
- High energy level and enjoy working in a fast paced, challenging and changing environment.
- Patient, enthusiastic and motivating.
- Proven track record working independently and in a team environment.
- Ability to work effectively with the public in a courteous, efficient and professional manner.

How to Apply:

Submit a resume and cover letter to Repsol Sport Centre Human Resources by:

- Online: www.repsolportcentre.com
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