

BIRDCOOP WEIGHTROOM ATTENDANT- STUDENT RECREATION CENTRE JOB DESCRIPTION

DEPARTMENT: *BirdCoop Fitness Centre*
POSITION TITLES: **BirdCoop Weight Room Attendant**
POSITION TYPE: **Student Role, Part Time/Casual**

POSITION SUMMARY

The role will provide front line services to students, faculty, staff, and community users through the administration of weight room training practices and procedures. Students working in this role are required to provide first-class customer service and professionalism while assisting facility patrons with inquiries regarding the weight room equipment, and training techniques. As a first contact to UBC Athletics and Recreation facilities, it is vitally important that the ideal candidate assists our patrons in a knowledgeable and professional manner. As our facility patrons are often first time visitors to the university campus, it is essential that the successful candidate is welcoming, knowledgeable in both health and fitness protocols, and provides clear and concise directions when providing technical instruction.

DESCRIPTION OF DUTIES

The BirdCoop Fitness Centre Weight Room Attendant is responsible for ensuring quality and safety of those using in all happenings in the Fitness Centre. Weight Room Attendants have a wide range of duties of varying complexities that are vital to the UBC Athletics and Recreation department's vision of creating a healthy, active, and connected community where each person is at their personal best and proud of their UBC experience. These duties include:

- Greeting and interacting with members to create a fun environment for all facility users to enjoy.
- Upholding and enforcing facility policies and procedures. This is done by ensuring patrons are using equipment properly as well as maintaining the cleanliness and safety of the facility.
- Ensuring the equipment safety checklist is followed and reporting any issues to manager.
- Creating a safe and fun environment for facility users through proper technical instruction of equipment, cleaning the different machines and using interpersonal skills to engage in conversations with members
- Giving facility tours and orientations to new clients wanting to work out in the BirdCoop Fitness Centre.
- Helping members on the exercise floor as needed. This can include orating technical direction, and/or displaying proper form and instruction.
- Minor maintenance and cleaning tasks as necessary. These can include what is required in the equipment safety checklist as well as any spills, messes or leaks that may arise from facility equipment.
- Monitoring check-in and attendance for classes. These occur at least once per day and include unlocking rooms, making sure the room is clean before and after the class, ensuring members have signed up and completed waivers prior to the start of class, etc.
- Attending all mandatory staff meetings.
- Performing other duties as necessary.

This role is integral to the operations and goals of the Department of Athletics and Recreation, including excellence in customer service, facility maintenance, and program management . Athletics and Recreation strives to create a healthy, active and connected community where each person is at their personal best and proud of their UBC experience. Our mission is to engage our community in outstanding sport and recreation experiences, to enable UBC athletes to excel at the highest levels, and to inspire school spirit and personal well-being through physical activity, involvement, and fun. To deliver on the mission we make decisions and prioritize work that will:

1. Increase participation
2. Deliver excellence on the national and world stage
3. Build school spirit
4. Nurture a strong sense of community
5. Cultivate an inspired workplace where staff are at their best

We focus our efforts and resources on delivering engaging, dynamic programs that increase involvement in sport and recreation and deliver performance success for the whole of our community. We provide unique and exciting student learning opportunities that foster personal growth, skill-building, and leadership development. We create high quality, community building events where people can connect, have fun, and get involved with UBC, recreation, and varsity sport.

SUPERVISION RECEIVED:

This position reports directly to the Manager of BirdCoop Fitness Centre. BirdCoop Weight Room Attendants work under direct supervision both independently and in a team environment with other BirdCoop staff. The employee works under a set of policies and procedures and is expected to defer to the supervisor when any judgment or decision-making outside of these parameters is required. The role maintains regular contact with the supervisor through email, phone and in-person interactions.

QUALIFICATIONS:

Students who would make a great fit in this position are willing to give great customer service, and are comfortable initiating conversations with the public. They should also have a sound knowledge of human anatomy and functional movement systems. Students would also need to be comfortable taking charge and have an ability to explain various movements and exercises in a useful way. Someone who is enthusiastic about maintaining health and wellness through strength training and cardio and can attest to those particular passions would be an ideal candidate for this position.

KNOWLEDGE, SKILLS, EDUCATION AND EXPERIENCE

- Current or returning UBC Student
 - One or more of the following is required: Currently enrolled in Kinesiology program, Fitness Certification, or Fitness Experience
- Current Standard or Emergency First Aid and CPR is an asset.
- Previous experience in an office or retail environment is an asset.
- Excellent problem solving skills. Thinking on one's feet is highly attributable especially in a quick-paced environment where one could potentially lead to being seriously injured.
- Excellent written and oral communication skills.
- Must be detail-oriented. Specifically in an environment where safety is crucial, applicants must be able to look for situations that could be potential threats.
- Outgoing personality, interested in engaging one-on-one with people
- Enthusiastic, organized and responsible
- Self-motivated and able to work both independently and in a team environment
- Ability to initiate, learn quickly, and exercise sound judgment to solve problems based on training provided
- Classroom learning includes, but is not limited to: Anatomy, Applied Biology, Business Administration, Food, Nutrition and Health, Health and Society, Kinesiology, Biomechanics, and Physiological Sciences

WORK PLACE SKILLS, PERSONAL DEVELOPMENT AND GRADUATE COMPETENCIES

By the end of the work term, the BirdCoop Weight Room Attendant will have gained:

- Effective time management skills through prioritization of tasks and organization—especially during the busier times of the year, such as UBC Rec Free Week, the first weeks of school and while instructional classes are taught.
- Experience interacting with clients of different ages and fitness levels
- Experience working with the public and developing effective listening skills to provide the best customer service possible
- Experience dealing with conflict and constructive conflict resolution skills
- Enhanced interpersonal skills—the ideal candidate is able to adapt to different personalities and people that use the facility in order to best accommodate to their needs.
- An understanding of weight room operation, machine safety, and risk management
- Supervisory skills and the ability to exercise authority in a professional manner

APPLICATION SUBMISSION: All applicants must submit a **Cover Letter, Resume, and Class Schedule** for the upcoming term. If you do not have a class schedule for the next term ready when you apply, please note this your cover letter. Applicants that fail to complete this will not be considered.