

FITNESS ATTENDANT

Job Type: Part-Time Position

Wage: \$18.00/hour

Location: Prosserman JCC 4588 Bathurst Street, North York ON (Bathurst/Sheppard Area)

Who are We?

At the JCC, you are part of something bigger. You matter.

The JCC is an open, inclusive, and welcoming community, where belonging is everything. The JCC has become one of the largest platforms for engagement and connection to community in the Greater Toronto Area; a place where multiple generations can strengthen their body, mind, and soul. Programs include arts and culture, aquatics, recreation, education, sports, fitness, daycare, day camp, and more. For over 100 years, JCCs have been serving Jewish communities around the world. There are over 300 JCCs globally and 150 in North America. 1.5 million people enter a JCC each week in North America.

In the JCC's recently completed Strategic Plan, it set a bold and ambitious goal that, by 2026, the number of people engaging with the Prosserman JCC (PJCC) and the Schwartz/Reisman Centre (SRC) will triple as the JCC becomes the centre of a thriving Jewish community. We are on a growth path of transformative change so that, when we're done, 75,000 people annually will experience the JCC's new mission; to be a hub of community, dedicated to the enrichment of Jewish life through meaningful shared experiences.

Role Summary:

The Fitness Attendant (FA) is integral to delivering a high-quality member experience at the JCC, embodying our commitment to wellness, community, and exceptional service. The FA ensures a welcoming, organized, and safe environment across all fitness areas and provides proactive assistance to members. This role supports the fitness department by tracking attendance, maintaining cleanliness, assisting with program and event setup, and covering the fitness desk as needed.

Key Responsibilities:

1. Member Engagement & Customer Service respectful, and attentive interactions with members.
 - Serve as an approachable presence in fitness spaces, offering assistance, guidance, and support to enhance member satisfaction.
 - Communicate JCC fitness schedules, programs, and upcoming events with clarity and enthusiasm, ensuring members are informed and engaged.
 - Perform hourly rounds of the fitness areas, checking in with members to provide support, answer questions, and maintain a welcoming atmosphere.
 - Address and de-escalate any concerns or issues, enforcing the JCC's code of conduct to ensure a safe, respectful environment for all.
2. Member Services
 - Actively participate in an on-going member onboarding training process.
 - Complete all information calls following defined procedures.
 - Ensure that all appointments and drop-in enquiries are toured in a timely manner and the proper sales process is followed.
 - Complete tour follow-ups in a timely manner.
 - Provide appropriate orientation of new members into facility and communicate with fitness staff for fitness floor orientation.

- Support member retention through the management and delivery of low user calls and follow ups.
- Provide personalized guidance and orientation to members on equipment use, program offerings, and JCC wellness resources.

3. Marketing and Promotion

- Assist with the development of the facility's marketing and promotion plan.
- Assist in the implementation of better communications for both sales and marketing through the use of the internet, internal club signage, brochures and sales packages inserts.

4. Administrative Duties

- Complete administrative tasks accurately and on schedule, supporting a seamless member experience and efficient operations
- Assist in conducting facility tours for prospective members, highlighting the JCC's fitness and wellness amenities, programs, and community spirit.
- Handle membership-related paperwork with confidentiality and professionalism, assisting in registration and inquiries as required.

5. Team Collaboration & Contribution

- Work effectively and cooperatively with all JCC staff to create a cohesive and supportive work environment that reflects our mission of inclusivity and community.
- Support other departments when needed, contributing to a well-rounded and positive experience for all members and staff.

Required Skills and Qualifications

- Strong commitment to customer service excellence and ability to engage effectively with diverse groups.
- Familiarity with fitness equipment, program setup, and safety protocols.
- Ability to multi-task, prioritize responsibilities, and maintain a positive demeanor in a fast-paced environment.
- CPR and First Aid Certification (or willingness to obtain).
- Previous experience in a fitness or community-based setting is an asset.

What you will receive

The opportunity to work with some of the most passionate, driven, and effective community builders and educators in Toronto. Be part of a culture that will continue to challenge and empower you to keep learning and growing.

How to Apply:

We welcome all applicants. Accommodations during all phases of the hire process will be made wherever possible. If you are interested in and well qualified for this exciting opportunity, please submit your cover letter and resume no later than **July 18th, 2025 to Julia Roig, Assistant Director, Fitness at juliar@prossermanjcc.com**.

We appreciate your application; however, we will only be contacting the candidates we wish to interview.