



Schwartz/Reisman Centre- Fitness Desk Associate

Job Type: Fitness Desk Associate (Full-Time)

Rate of Pay: \$45,000.00 - \$48,000.00 annually

Location: Schwartz/Reisman Centre, 9600 Bathurst Street, Vaughan, ON

Schedule Requirements:

- Candidates must be available for either:
 - **5:00 AM – 1:00 PM**, or
 - **2:00 PM – 10:00 PM**
- We are currently seeking coverage for schedules that will generally fall:
 - **Tuesday to Saturday**, or
 - **Sunday to Thursday**
- **Availability for at least one weekend day is required.**

Who We Are

The Jewish Community Centre (JCC) is more than just a workplace—it's a vibrant community where people connect, grow, and thrive. As one of the largest community organizations in the Greater Toronto Area, we welcome more than 75,000 members and visitors each year through our fitness centres, aquatics, recreation, arts, education, camps, and wellness programs.

At the Prosserman JCC, our Fitness Centre is more than a gym—it's a place where members build healthier lifestyles, form lasting relationships, and achieve their personal wellness goals. We're committed to creating an inclusive, supportive environment where both our members and our employees can succeed.

Every year, our team makes a meaningful impact by delivering:

- 🏋️ 8,400 Personal Training sessions
- 🚀 1,800 FitStart new member onboarding sessions
- 🎨 Nearly 6,000 Group Fitness classes, creating over 200,000 class experiences
- 🏊 1,700 annual swim lesson participants
- 🏓 More than 1,000 hours of Pickleball open play

When you join our team, you'll play an important role in helping thousands of members achieve their health and wellness goals while contributing to one of the GTA's most active and engaged fitness communities.

Start Your Fitness Career with Us

Are you passionate about health, fitness, and helping others? Whether you're an aspiring Personal Trainer, Fitness Supervisor, or future Fitness Manager, this role is an opportunity to gain valuable hands-on experience while working alongside experienced fitness professionals.

As a Fitness Desk Associate you'll be the welcoming face of our Fitness Centre, supporting members throughout their wellness journey while developing the operational, customer service, and leadership skills needed to grow your career in the fitness industry. You'll build meaningful relationships with members, gain exposure to fitness operations, and have the opportunity to pursue Personal Training while working in a collaborative, community-focused environment.

If you're looking for more than just a job and want to build a long-term career in fitness, we'd love to have you join our team.



What You'll Do

Create an Outstanding Member Experience

- Welcome members and guests to the Fitness Centre and provide exceptional customer service.
- Build positive relationships with members and support member engagement and retention.
- Respond to member inquiries and provide information regarding fitness programs, services, and facility policies.
- Assist members with navigating the fitness centre and accessing available services.
- Promote a positive, welcoming, and inclusive fitness environment.
- Support member onboarding initiatives, including scheduling and coordinating FitStart appointments.
- Address and de-escalate concerns, while enforcing member Code of Conduct.
- Assist with member outreach initiatives, including low user/retention calls.

Support Fitness Centre Operations

- Monitor the fitness floor to ensure member safety and adherence to fitness centre policies and procedures.
- Ensure fitness equipment is clean, organized, and functioning properly.
- Maintain the cleanliness and appearance of the Fitness Centre and surrounding areas.
- Report equipment concerns, maintenance needs, and safety issues to management.
- Assist with fitness programs, events, and special initiatives as required.
- Support group fitness attendance tracking and reporting.
- Assist with Pickleball equipment setup and takedown for programs and events.
- Support the delivery of member engagement activities and fitness centre initiatives.

Administrative Support

- Provide administrative support to the Fitness Department.
- Assist with Personal Training payroll administration and related documentation.
- Enter and maintain Personal Training bookings within Club Automation (CA).
- Assist with appointment scheduling, participant tracking, and program administration.
- Maintain accurate records and assist with departmental reporting as required.

Be a Team Player

- Work collaboratively with fitness staff and other departments to deliver an exceptional member experience.
- Assist with administrative tasks and member service initiatives as required.
- Support the overall goals and success of the Fitness Department.
- Support promotion and marketing initiatives.

What You Bring

- Passion for fitness, health, and helping others achieve their wellness goals.
- Excellent customer service and interpersonal skills.
- Strong communication and problem-solving abilities.
- Ability to work independently and as part of a team.
- Strong organizational skills and attention to detail.
- A positive attitude and commitment to creating a welcoming environment for all members.
- Comfort working with scheduling systems, databases, and administrative processes.
- Current First Aid and CPR Certification.
- Fitness, Kinesiology, Recreation, or related education.

Bonus Points

- Previous experience in a fitness centre, recreation facility, or customer service environment.
- Experience using Club Automation or similar membership management software.
- Knowledge of fitness equipment and exercise best practices.



What You Can Expect

- Free JCC Membership – Swim, work out, and enjoy our fitness classes and programs.
- Medical and Dental Benefits through Equitable Life.
- Generous staff discounts on camps, swimming lessons, personal training, sports leagues, and more.
- Free parking.
- Paid vacation and sick days.
- Paid time off when the JCC closes for Jewish holidays that fall on a scheduled workday.
- A people-centred workplace that values flexibility, well-being, and work-life balance.
- The opportunity to work with passionate community builders and make a meaningful impact every day.

To Apply:

We welcome and encourage applications from all qualified candidates. Accommodation is available upon request throughout all stages of the hiring process and will be provided wherever possible. Please submit your resume to **Mari Beiles, HR Generalist, at mari@srcentre.ca** no later than **August 31, 2026**. **We appreciate your application; however, we will only be contacting the candidates we wish to interview.** *Don't self-select out if you're missing a bullet point or two of this job description from your resume. We are open to candidates of all backgrounds and are committed to cultivating a diverse and inclusive team. If this job description energizes you, let's talk. The JCC does not use AI in hiring selection.*