



JOB POSTING
SPORT CENTRE ATTENDANT
Part-time Student Position
Trent Athletics & Recreation Department

Supervisor: Sport Centre Guest Experience Agent
Hours of Work: 10– 30 hours per week: Weekend Availability Required
Rate of Pay: \$14.25/hour
Terms: Summer (May 1/21 – Sept. 6/21) and Fall (Sept. 7/21 – Dec 31/21)

Trent Work Study Eligibility: Students receiving OSAP and who meet eligibility under the Trent Work Study Program (TWSP), will be given priority consideration for this position, for all fall/winter position. TWSP eligibility is not applicable for May-August. However all students are encouraged to apply. **For TWSP eligibility requirements, please visit the Financial Aid website at <http://trentu.ca/financialaid/work.php>. Please indicate on your Cover Letter whether you are TWSP approved.**

ABOUT TRENT ATHLETICS & RECREATION:

Dedicated to excellence, Trent Athletics & Recreation is committed to providing opportunities for Trent students and the community at large to become involved in a wide range of recreational, sport and leadership activities, at all levels, with the objective of encouraging and developing a healthy lifestyle.

ABOUT THE POSITION:

The Athletics Department is a vibrant and energetic place. We are looking for individuals to join our Sport Centre Team, who are **passionate about delivering outstanding service and an exceptional guest experience** to Trent students and members of the community. The Sport Centre provides you with an opportunity to learn and develop skills that you can take forward to future employment.

This position has been updated to include new responsibilities, beginning Fall 2020, with attention to health and safety for all members of our campus community.

Responsibilities:

- Ensure that Trent students and community members receive an outstanding experience by providing a friendly and welcoming environment. This includes proactively greeting every individual and maintaining knowledge of programs, services, and processes.
- Respond to student/member inquiries and provide education and support on new reopening protocols, including: online workout booking system; wayfinding and traffic flow with the Athletics Centre; cleaning protocols; and physical distancing.



- Maintain the aesthetic quality of the Athletics Centre and fitness areas, keeping Fit Desk and storage area neat and clean; pick up and organize exercise equipment; perform washroom and change room checks and do spot cleaning as needed. Clean and sanitize exercise equipment and associated touchpoints. Use cleaning and sanitizing materials in accordance with University health and safety policies.
- Promote fitness programs offered and provide members with information regarding such programs as Personal Training, Group fitness Classes, Judo, Climbing Wall etc. Be able to answer basic fitness questions and have extensive knowledge of exercise equipment and proper workout technique. Supervise students and members in the fitness areas and ensure policies for conduct, attire, and safe equipment use are adhered to.
- Follow up on student/member questions to ensure that issues are resolved in a timely and professional manner.
- Maintain special bookings and act as first point of contact for user groups such as tank rentals, and fitness studio rentals Assist with the set-up and teardown for special events (chair and table set-up, etc.).
- Maintain records such as climbing wall waivers and personal training sales documents
- Inspect, monitor, and report any equipment damages or necessary repairs, and to record maintenance issues on the Equipment Maintenance Form.
- Share innovative ideas and suggestions to help improve team performance.
- Comply with all Trent University and Athletics & Recreation Department policies and processes (including dress code) and participate in all mandatory training.

Qualifications:

- Must be a Trent student. Priority consideration will be given to students who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.
- Outgoing and personable with the ability to communicate effectively with colleagues and a variety of customer groups.
- Highly motivated with experience in a sport environment, retail or other customer service/sales.
- Attention to detail and ability to follow processes and instructions.
- Committed to continuous learning.
- Certified Personal Training (CPTN) Certification or CanFitPro Personal Training Specialist (PTS) an asset.
- Self-motivated, punctual and responsible.
- Flexible schedule which includes shifts from 5am to 11:30pm, including weekends & holidays.
- Must be able to work min. two shifts per week (at least 10 hours per week) with weekend availability.
- Willingness to work as part of a team, providing additional shift coverage as needed.



Training and Certifications Required – All training must be complete prior to starting first shift and the cost of training is the responsibility of employee.

- Police Record Check
- First Aid/CPR and AED
- Ministry of Labour Health and Safety Worker Awareness Training
- Workplace Violence and Harassment Training
- WHMIS (Workplace Hazardous Materials Information System Training)
- AODA Customer Service Training
- AODA – Integrated Accessibility Standards Regulation Training
- Information Security and Privacy Training
- Concussion Awareness Training
- Trent University COVID Training

To Apply: All applications must include a cover letter and resume and can be submitted by e-mail to sport@trentu.ca (*Microsoft Word or Adobe PDF*). Please note your full name in the subject line of your e-mail

Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process or require an accessible version of a document/publication please contact lesliespooner@trentu.ca

While Trent Athletics & Recreation Department appreciates all applications, only those applicants considered for an interview will be contacted.