**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Sport Centre Guest Experience Agent

1 position, 20 hours/week

**Job Number:** A-318

**NOC:** 4167

**Band:** 5

**Department:** Athletics & Recreation

**Supervisor Title:** Manager, Sport Development

**Last Reviewed:** July 19, 2016

**Job Purpose**

Reporting to the Manager, Sport Development, the Sport Centre Guest Experience Agent plays a key role in the day-to-day operations of the Athletics Centre. This position oversees the general operations of the Sport Centre to ensure that a high quality experience is delivered to all visitors. This position oversees the delivery of a broad range of sport, fitness and wellness programs (inclusive of the cardio centre/weight room, rowing tank and rock climbing wall) and services to meet the needs of Trent University students, staff/faculty, and community members. With a background in fitness and sales, this position provides leadership to a part-time student staff team to support sales and revenue generation, as well as customer retention. The Sport Centre Guest Experience Agent must be flexible and able to work mornings, evenings, and weekends as well as weekdays.

**Key Activities**

**A) Sales & Customer Service:**

1. The Sport Centre Service Guest Experience Agent contributes ideas to new program development, makes recommendations on ways to increase registrations and supports membership sales and retention by ensuring that appropriate and high quality programming is offered.
2. Schedules appointments with new members and provides consultations, comprehensive guest tours, presents fitness plans and options with members.
3. Provides consultations with prospective clients, promotes and sells personal training, registered programs, rock climbing wall, facility rentals, birthday parties, and other customized programming for school and sport organizations.
4. Promotes a positive professional image of the Athletics Centre by providing high-quality customer service to all customers of the fitness facility.
5. Responds in a professional and timely manner to inquiries, complaints or suggestions from the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
6. Working in conjunction with the Manager of Sales & Sponsorship, contributes ideas to developing fitness and membership promotional materials.
7. Works with the Assistant Director, Customer Engagement and Operations to ensure all sport staff are trained in customer service and are knowledgeable in all program areas to respond to inquiries effectively and promote both program and membership sales.
8. In the absence of other full-time staff, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered and provides direction to part-time student staff to address any gaps in service delivery that may exist.
9. Has regular interaction with members, motivating and encouraging members to meet their fitness and wellness goals.
10. Leads by example and is a role model for other staff, encouraging a welcoming environment and professional and courteous service to every visitor of the Sport Centre.
11. In the absence of a full-time supervisor, addresses customer service issues that may arise in any area of the Athletics Centre and provides support to part-time staff to resolve.
12. Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.

**B) Administration**

1. Schedules all Group Fitness Classes and applicable program activities.
2. Enters all relevant fitness program information into the Class recreation management software in a timely manner.
3. Ensures that all fitness equipment is inspected, maintained and monitored to ensure compliance with prescribed operating and safety standards (working with the service provider, as required). Ensures that all fitness equipment is kept clean and in good repair.
4. Assists in developing contracts and agreements with external user groups/partners in the use of the fitness facility.
5. Contributes to the development of policies and procedures that support the operation of the fitness facility and its associated programs, with specific emphasis on risk management.
6. Works cooperatively with other Athletics Department staff to share information that is pertinent to other program areas.

**C) Facility Supervision**

1. Effectively administers the day-to-day work related to the operations of the Sport Centre, including the cardio loft/weight room, rowing tank, rock climbing wall (inclusive of orientation for new members, personal training programs, and on-the-floor support by qualified staff).
2. Provides support and direction to all student staff in all program areas of the Athletics Centre when Administrative staff are not available on weekends and during evenings.
3. Supports facility rentals with external and internal (other university department) users (field, AC rooms, gym, pool) to coordinate set-ups, deal with issues arising from bookings (i.e. double bookings, lack of space, etc.), or responding to user group needs/requests. Ensures that appropriate set-up is in place for user groups.
4. Completes facility checks on a regular basis and upon closing to ensure a high level of safety and security.
5. Ensures that Athletics Centre staff provide first response to emergencies in the Athletics Centre, in the Justin Chiu Stadium, or the grounds outside the Athletics Centre. Works with and provides support to other responders. Follows up on and files incident reports.
6. Completes Fire Warden Training and serves in that capacity during emergencies.

**D) Human Resources**

1. Administers regular training programs to ensure that all staff certifications are maintained and that staff have the required skills and abilities to meet deliver high quality programs.
2. Assists with Aquafit classes and the scheduling of these classes by working with the Aquatics Guest Experience Agents.
3. Supervises and develops staff, through ongoing training, supervision, and coaching.
4. Develops and maintains work schedule for all Sport part-time staff.
5. Completes bi-weekly timesheets for all staff, ensuring that they are coded correctly and submitted to payroll in a timely manner.

**Education**

Two years of post-secondary education (college or university);

**Experience**

1. Two to three years’ experience in sport and fitness and/or administrative experience in a fitness environment.
2. Demonstrated knowledge base in exercise and wellness theory and practice.
3. Registration with CanFitPro, or other recognized national certification as a Fitness leader, instructor or Personal Trainer is an asset.
4. Excellent customer service skills. Ability to balance the interests of a variety of client groups, adjusting priorities to meet client needs.
5. Strong supervisory, interpersonal and training skills.
6. Solid organizational and time management skills
7. Conflict resolution skills; ability to diffuse potentially volatile situations.
8. Demonstrated ability to work as a team player within an athletics and recreation environment.
9. Current Standard First Aid and CPR C Certification.
10. Intermediate level of computer skills in Microsoft Word, Excel, PowerPoint.
11. Experience using recreation management software for program and facility management.
12. Must be able to work some evenings/weekends, as required.

**Responsibility for the Work of Others**

Direct Responsibility

N/A

Indirect Responsibility

* Students
* Personal Trainers (external)
* Fitness Instructors (external)