Fitness Centre Ambassador (Relief)

Job Requisition	JR-2026-330 Fitness Centre Ambassador (Relief) (Open)
Job Family	CUPE
Start Date	2026-11-27
End Date	2027-02-01
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Active-Living-Centre/Fitness-Centre-Ambassador--Relief--1_JR-2026-330

Description

Internal Closing Date:

Dec 5, 2026

External Closing Date:

Feb 1, 2027

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

29.63

Minimum Weekly Hours:

1

This is a relief position; no scheduled shifts, on-call only.

Up to Five (5) positions available.

Accepting applications until positions are filled. Hiring will occur on an ongoing basis throughout the posting period.

Reporting to the Coordinator, Active Living, this position is responsible for providing customer service, facility monitoring, and operational support at Recreation Facility Fitness Centre. The Fitness Centre Ambassador promotes a safe, respectful, and welcoming environment and adherence to established policies and procedures, including the Recreation Facilities Code of Conduct.

This position performs a variety of work supporting various tasks while upholding the City of Vernon's core values.

Duties include:

- Provides superior guest service experience with enthusiasm, professionalism, and flexibility in delivering quality services.
- Completes opening and closing procedures for the fitness centre and indoor track.
- Inspects fitness equipment and facility areas to identify hazards, damage, or maintenance concerns. Removes unsafe equipment from service and report deficiencies as required.
- Verifies that all guests using the fitness centre and indoor track have valid authorization for

entry, including wristbands, memberships, passes, or other approved methods of admission.
- Welcomes guests and provides information regarding facilities, services, memberships, programs, schedules, and guidelines. Monitors the fitness centre and indoor track to promote a safe, respectful, inclusive, and positive environment for all guests.
- Promotes compliance with facility rules, posted guidelines, indoor track etiquette, and the Recreation Facilities Code of Conduct through consistent guest education, presence, and intervention when required.
- Promotes the safe use of fitness equipment and assists guests as requested and within the scope of training and certification.
- Responds to guest inquiries and assists with resolving routine concerns or conflicts in a professional manner. Escalates Recreation Facilities Code of Conduct violations, safety concerns, or complex issues to supervisory staff as appropriate.
- Responds to emergencies, accidents, injuries, or incidents; administers First Aid as required; and completes incident documentation in accordance with established procedures.
- Performs routine cleaning, sanitization, organization, and hazard removal throughout the fitness centre and indoor track in accordance with facility standards.
- Monitors and replenishes cleaning and sanitation supplies, ensuring adequate stock levels are maintained throughout the shift.
- Assists with fitness classes, orientations, special events, fitness challenges, promotional activities, and other assigned programs.
- Completes required documentation, including attendance records, equipment inspection logs, cleaning records, incident reports, maintenance reports, and daily operational checklists.
- Attends required staff meetings, training sessions, and professional development opportunities.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Current Intermediate First Aid and CPR Level C certification.
- Minimum six (6) months customer service experience.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Demonstrated knowledge of cardiovascular and resistance training equipment and safe equipment operation.
- Ability to exercise courtesy, tact, and diplomacy when interacting with guests and City personnel.
- Strong customer service, communication, and interpersonal skills.
- Ability to provide clear instruction and orientation on equipment use within the scope of training and certification.
- Ability to recognize and respond appropriately to safety concerns, emergencies, and guest conflicts.
- Ability to work independently with limited supervision and as part of a team.
- Ability to complete accurate reports, records, and documentation.
- Ability to work irregular hours that meet operational requirements, including early mornings, evenings, weekends, and statutory holidays.

- Ability to obtain and maintain an acceptable Police Information Check with Vulnerable Sector Check.
- Physical ability to perform the duties of the position.

Preferred Knowledge, Skills and Abilities:

- Certifications related to personal training, adult fitness, or functional movement.
- Post-secondary education in Kinesiology, Exercise Science, Physical Education, Recreation, Health Promotion, or a related discipline.
- Experience working in a municipal recreation facility or commercial fitness centre.
- Experience providing customer service in a recreation, fitness, or wellness environment.
- Experience using recreation registration, membership, or point-of-sale software.

To Apply:
Please submit your resume, quoting the appropriate competition online at vernon.ca/careers by selecting “apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Casual
Location	Active Living Centre
Time Type	Part time
Locations	
Supervisory Organization	Active Living Team