



**Job Title:**                    **CONDITIONING ROOM GUIDE**  
**Working With:**            Youth and Adults ages 16 and up  
**Facility:**                    H2O Adventure + Fitness Centre

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*Join the Y to be fulfilled, be inspired and make a difference every day...*

We are seeking a **Conditioning Room Guide** who is friendly, resourceful, well-organized, and enjoys working with people and would love giving time at our facility. If that sounds like you, then this is your ideal place to help build strong kids, strong families, and strong communities.

The YMCA-YWCA of the Central Okanagan is a trusted, responsive charity that has been a part of our community for almost 30 years. The Y is committed to building strong kids, strong families and strong communities and strives to weave the core values of caring, honesty, respect and responsibility into all of our programs including: health, fitness & recreation, child care & day camps, youth leadership, employment, education and training, community outreach and international development. Y programs provide experiences to over 20,000 people per year in the areas of fitness, childcare, employment and aquatics with 43% of them being children & youth.

The H2O Adventure + Fitness Centre Wellness/Fitness Department has a 10000 sq. ft. conditioning room area with state of the art fitness equipment and offers a variety of Land and Aquatic fitness classes. We currently have over 3500 members and additional public drop-ins. Reporting to and working with the Wellness/Fitness Supervisor and Director, the Conditioning Room Guide is largely responsible for building relationships with members and carry out daily cleaning duties to ensure cleanliness of the conditioning room. The goal of the fitness department is to exceed our members' health, fitness and wellness needs in the way we deliver programs and services. Our facility is open to all and serves a diverse population. We strive to create a friendly and welcoming atmosphere for all to enjoy.

#### **Duties & Responsibilities:**

- Greet regular members and introduce yourself to new patrons; work to build relationships with our patrons by getting to know them on a first name basis.
- Carry out daily cleaning checklists and daily equipment checks.
- Be familiar with all the programs our Y offers as this will help you to promote membership to our patrons.
- Be punctual.
- Maintain base certifications.
- Able to follow directions
- Provide feedback to the supervisor with suggestions and concerns as they arise.
- Encourage interested members to become volunteers.
- Assist with administrative duties as assigned by your supervisor.
- Wear the required uniform while on duty of black pants or shorts with the red volunteer T-shirt.
- Attend Y orientation and take part in department specific orientations.

#### **Knowledge, Skills and Abilities on the Job:**

- Acquire knowledge of the Y's policies and procedures and help members adhere to them
- Ability to provide friendly and courteous service to our patrons and answer questions that arise.
- Ability to carefully clean equipment to help maintain equipment in good condition.
- Ability to follow checklists and work unsupervised

- Promote Y values, is a positive role model; Enthusiastic, encouraging and motivating as well as adaptable, creative and full of smiles

### **Competencies:**

*Commitment to Mission, Vision and Values:* Demonstrates and promotes a personal understanding of and appreciation for the mission, vision and values of YMCA-YWCA of the Central Okanagan.

*Service Attitude:* Identifies needs and wants of members/participants as priority and responds in an effective and timely manner to enhance every person's Y experience.

*Relationship Building:* Works proactively to develop positive relations with participants, staff and volunteers to encourage personal growth.

*Quality:* Constantly seeks to improve programs and service to ensure customer satisfaction.

*Welcoming:* Treats everybody in a friendly and respectful manner while going out of their way to put people at ease.

*Safety First:* Acknowledges and understands how to manage and educate others of risk and harm reduction.

*Initiative:* Ability to work independently and to ask for further direction when needed.

### **Qualifications:**

- A Satisfactory Criminal Record Check
- Completion of YMCA Individual Conditioning Level 1 or BCRPA Fitness Theory.
- Current CPR and First Aid
- Successful Completion of Reference Checks
- In an attempt to maintain our quality service to our members and community we request a minimum commitment of one shift per week whenever possible for at least 6 months continued service. This allows us to build schedules and offer additional programming to our community.

### **Our Commitment to our Volunteers:**

As a volunteer with the Y family, we offer you a rewarding and fulfilling environment, opportunities to gain valuable experience, skills, training, and certifications. In addition, we want our volunteers to have:

- Meaningful volunteer experiences in a safe and secure environment
- A place in a supportive, caring, professional team
- Free child minding (when available) for your children while you volunteer for the Y
- Regular opportunities for volunteers to provide input and suggestions, both informally and through volunteer surveys
- Formal YMCA-YWCA orientation and training for all volunteers
- The opportunity to participate in YMCA Canada training programs
- Volunteer appreciation events
- Being a part of a broad mix of people who bring diverse perspectives and talents to the YMCA-YWCA of the Central Okanagan
- An interdisciplinary culture that allows volunteers to explore different jobs through our various Core Programs and Departments
- Volunteers can also receive free certifications in First Aid and CPR-C
- Fitness evaluations and course cost reimbursement for Y Volunteer Fitness Instructors (please inquire for further details)
- Advance your skill set, experience, and references to improve your resume
- Build confidence and valuable training for future employment

To learn more about the YMCA-YWCA of the Central Okanagan & the H2O Adventure + Fitness Centre; visit our website at [www.ymca-ywca.com](http://www.ymca-ywca.com) or [www.h2okelowna.com](http://www.h2okelowna.com).

### ***To experience the rewards and joys of giving...***

#### **Contact us to find out how you can become a Y Volunteer:**

YMCA-YWCA of the Central Okanagan -- Jennifer Bulcock, Fitness/Wellness Supervisor

H2O Adventure + Fitness Centre, 4075 Gordon Drive Kelowna BC V1W 5J2 250.764-4040 ext 430

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