



CAREER OPPORTUNITY

FITNESS & AQUATICS MANAGER

WHO WE ARE?

Donalda Golf & Country Club, founded in 1960, is a prestigious year-round private club that offers a high standard of social, athletic, and dining facilities to our members and their families. We are located in central Toronto and accessible by TTC.

Our Director of Golf & Athletics is seeking a dedicated, member service oriented professional to join our Fitness team as a Fitness & Aquatics Manager. This is a **permanent full-time position with benefits**. This is a fantastic opportunity for an industry professional to learn and grow within a busy, successful sport and athletic operation.

POSITION PROFILE

Working in conjunction with the Director of Golf & Athletics, the Fitness & Aquatics Manager will perform his/her duties to ensure the overall operation and management in the Fitness Center runs efficiently and productively. The incumbent will also provide various health and fitness service and programs to members in a friendly, outgoing and professional manner to enhance the member's experience with the fitness facilities at Donalda Club. As such the Fitness & Aquatics Manager is responsible for the health and safety of all members utilizing the fitness facility and must keep this responsibility foremost in prescribing fitness routines. The Fitness & Aquatics Manager will also be responsible for supervising the fitness staff and subcontractors in the department to ensure the best service is provided to members. The Fitness & Aquatics Manager must serve in the best interest of the Club and members and to assist Members while using the fitness facilities.

HIGHLIGHTS OF POSITION: Full job description will be available for interviewees.

- Develop and deliver a variety of events and programs that will improve the participation and enjoyment of the members and further market the fitness facilities to encourage maximum usage
- Handle member complaints and questions relating to the Fitness department to ensure all members are absolutely satisfied with Donalda Club's services
- Prepare annual operating and payroll budget as well as the capital budget. Monitor throughout the year to ensure they are met.
- Connect with members to make them feel special supporting Leading by the Heart philosophy.
- Provide educational wellness advice to members that will help improve the health of members.
- Lead a team of qualified fitness professionals that will provide sessions and lessons for all age group and gender including men, women and children.

- Monitor trends in the fitness industry to ensure the Club is providing high quality fitness facilities and service to members and will keep current with these trends
- Maintain high level of communication with members regarding various information relating to the fitness center including scheduling, programs and upcoming events using various mediums (I.E Website, Sundial, posters, Social Media, videos, etc.)
- Carry out duty as a personal trainer at member's request and provide various training advice and assistance to ensure the member is given the best service possible which will not interfere with management responsibilities and service to members.
- Design individualized Fitness Programs for members based on individual needs and goals when required.
- Perform regular inspections to ensure that the fitness center provides a clean and safe environment for members, guests and staff.
- Recommend and procure the latest equipment to ensure Donalda Club is ahead of market trends.
- Ensure that all fitness staff is informed about upcoming events, new programs or any information members may request to ensure all staff is helpful to members.
- Schedule all Fitness staff/subcontractors and ensure that they are on duty accordingly.
- Conduct departmental meetings to enhance the cohesiveness of the Fitness staff including massage therapists, dietitian, etc.
- Ensure all staff/subcontractors are fully aware and agree to Donalda Club's code of conduct, operating procedures, policies and rules and regulations of the Fitness Center and Club.
- Conduct staff performance appraisals as required with the minimum of an annual review.
- Perform various administrative duties related to the fitness department including but not limited to billing of members, invoicing for staff and registration for fitness classes, maintaining accurate statistics in a timely fashion, ensuring contracts for all subcontractors are in place and current as well as personal liability insurance documents, certifications and background checks. Ensure email/written communication is responded/actioned in a timely fashion.
- Liaise with the Human Resources department to help recruit, train and retain highly skilled staff that will provide professional service to members in all areas in the Fitness Department.
- Maintain personal data and evaluated fitness level of members including exercise routines and ensure data/files are up to date at all times.
- Attend various meetings including management meetings, Committee meetings, staff training and team building events.
- Performs duties to manage pool staff according to Donalda Club policies.
- Monitors pool activities, calendar, usage, cabana cleanliness daily.
- Perform any additional duties as specified by the Director of Golf & Athletics
- Respond to member issues concerning pool staff and facilities in a timely manner.

Required Competencies:

- Post-Secondary education (College/University) in Kinesiology, Human Kinetics and/or Bachelor of Science is required
- Minimum of 6/7 years of experience in Health and Fitness is required
- 3 years in a Management/Supervisory position in the field is required
- Computer skills: Highly proficient in Microsoft Office (Word and Excel) and the use of the internet and email

- Knowledge and working experience in the management and operations of a private club fitness center is an asset
- Must be able to work under pressure while maintaining composure and performance standard during busy peak periods
- Experience working with and teaching different age group is an asset
- Superior organizational and time management skills with the ability to prioritize multiple projects and deadlines
- Strong discipline for handling administrative duties
- Strong interpersonal and supervisory skills
- Team player with a collaborative approach to work
- Strong member service oriented
- Well groomed, mannerly, and professional at all times
- Punctual and reliable
- Must be flexible to days, evenings, weekdays, weekends and holidays
- Work hours may vary and will exceed 44 hours
- Salary is compensation for all hours of work, subject to the requirements of the Employment Standards Act, 2000 or any successor or amended legislation (the “**Employment Standards Act**”).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Post-Secondary education (College/University) in Kinesiology, Human Kinetics and/or Bachelor of Science is required.
- CPR and First Aid and Defib is required
- Personal Training Certification is required
- Group Fitness Leader Certification is required

Benefits

- Benefits: Medical and Pension
- Complimentary duty meals
- Uniform allowance
- Salaried position
- Competitive wage
- Personal training revenue

COVID-19 considerations:

All staff will be provided the necessary PPE including reusable face masks, hand sanitizer and equipment disinfectants. In addition, signage has been posted throughout the Clubhouse and hand sanitizer has been provided at all entry points.

Work Remotely - No

Deadline for submission: _____ March 31, 2021 _____

Expected Start Date: _____ May 3- 10 _____

Application Instructions:

Those individuals, who are interested in applying please submit your application to _____

No telephone calls please.

We thank all applicants for their interest and will only contact those selected for an interview.

Applicants who do not already have legal permission to work in Canada will not be considered.

Donalda Club is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process.