

Requirements:

- High school diploma or equivalent.
- Proficiency in English; other languages is a plus.
- CSEP Certified Personal Trainer (CPT) or YMCA Certified Personal Trainer, or a nationally recognized Personal Training Program certification. With at least 2 years training experience.
- First Aid and CPR certified (mandatory for health and safety reasons)
- Excellent customer service skills to create positive experiences for clients in keeping with the standards of a luxury hotel.
- Strong organization and time management skills
- Strong communication skills with the ability to educate and motivate clients effectively, and the ability to engage with diverse groups of people.

Bonus Certifications:

- CanFitPro Certified Personal Trainer Specialist (CPTS)
- Kinesiology Degree
- Certified Exercise Physiologist (CEP)
- Luxury Wellness and Lifestyle Coaching

Job Responsibilities

- Create and Develop exercise programs for individuals or groups, including cardiovascular workouts, strength training, and stretching
- Conduct one on one, and or lead small group training sessions, demonstrating how to perform exercises and routines. In addition, helping clients use equipment correctly.
- Track clients' progress and adjust programs as needed.
- Develop customized workout plans that align with clients' goals, preferences, and abilities.
- Distribute and stock towels, robes, toiletries, fruits and other items or amenities needed in the area to provide guests with a level of service in keeping with Muir's 5- star standards
- Maintain cleanliness and presentation throughout combined Wet and Fitness areas as well as receptionist desk area.
- Answer phone calls, reply to emails and assist with service inquires for both Queens Marque residents and Hotel guest.

- Greet hotel guests, members, and visitors with a warm and professional demeanor, offering exceptional customer service and addressing fitness-related inquiries.
- Perform other tasks or projects as assigned by hotel management and staff.

Job overview:

The **Wellness Receptionist and Personal Trainer** hybrid position combines administrative support with hands-on fitness coaching for our Winward wellness fitness center. This dynamic role ensures seamless operation of the fitness center while delivering a personalized fitness experience to hotel guests and members. You will play an essential role in both the **front-of-house** customer service experience and as a **fitness professional**, creating a welcoming atmosphere, handling guest inquiries, and offering personalized training sessions that enhance the luxury wellness experience.

You will serve as the face of the hotel's fitness center, engaging with guests, ensuring their needs are met, and assisting with any fitness-related inquiries. Additionally, as a **personal trainer**, you will deliver bespoke fitness programs that align with the guests' goals, ensuring a holistic, premium wellness experience.