

We are hiring a Part-Time Member Services Associate!

The Reh-Fit Centre is a leading not-for-profit medical fitness organization dedicated to enhancing the health and well-being of our members and community through innovative, evidence-based assessment, education, and exercise programs. As Canada's first certified medical fitness facility, Reh-Fit is a national leader in prevention, rehabilitation, and chronic disease management. Both the Reh-Fit Centre and the Reh-Fit Foundation are accredited by Imagine Canada, reflecting our commitment to excellence, accountability, and community impact.

The opportunity:

Reporting to the Membership Services Supervisor, the Membership Services Associate (MSR) is a key member of the front-line team, serving as the first point of contact for members and visitors—acting as a concierge for memberships, programs, and services—while supporting sales, administration, and daily operations.

Key responsibilities:

- Deliver exceptional service in person, by phone, and via email.
- Welcome members and guests; conduct tours and promote memberships, programs, and services.
- Support prospecting, outreach, and member engagement activities.
- Process memberships, registrations, scheduling, and maintain accurate client records.
- Handle financial transactions (POS, payments, refunds) including balancing, deposits, and follow-up on declined payments or billing issues.
- Generate reports and provide administrative, marketing, and event support.

The ideal candidate will possess:

- Completion of Grade 12 or equivalent.
- Minimum 2 years' experience in a customer service role.
- Current Basic Life Support (BLS) CPR certification.
- Experience in fitness, health, or hospitality environments, and with POS/cash handling, considered an asset.
- Proficiency with computers and office systems and equipment (MS Office, databases).
- Strong customer service focus with excellent communication, organization, problem-solving skills, and the ability to promote services and manage workload independently.

What we offer:

- Competitive salary based on knowledge, skills, and experience.
- Comprehensive Health and Retirement Plan.
- Free designated parking with electrical plugs
- Full use of facilities at no cost and family membership discounts.
- Supportive and wellness-focused staff amenities.

How to apply:

Interested applicants are invited to submit their resume and indicate their availability, including specific days and hours for weekday, evening, and weekend shifts hr@reh-fit.com

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted. Telephone screening of qualified candidates will be scheduled as resumes are received.

