Personal Trainer and Customer Service Representative Full-Time

Campbell River Region
Campbell River

Friday November 27, 2026

$21 - $25/ hour ($25.00/hr)

Company: Westcoast Muscle and Fitness

Industry: Health

Remote/Camp Based Job: No

How to apply:

Please send resume to: westcoastmuscleandfitnesscr@gmail.com

Expiry Date:

Friday, December 11, 2026

Details:

The Personal Trainer / Customer Service Representative is responsible for providing safe, effective fitness guidance to members while also providing friendly front-desk and customer service support. This role helps create a welcoming, motivating, and professional gym environment for members and guests. • Provide one-on-one and small-group personal training sessions based on each client's fitness level, goals, and abilities. • Conduct fitness assessments, discuss client goals, and develop personalized workout programs. • Demonstrate proper exercise techniques and ensure clients use equipment safely and correctly. • Monitor client progress, provide encouragement, and adjust training plans as needed. • Promote healthy fitness habits, proper warm-ups, cool-downs, and injury-prevention practices. • Maintain a clean, safe, and organized training area and ensure gym equipment is returned to its proper place. • Greet members and visitors in a friendly and professional manner. • Answer phone calls, respond to questions, and provide information about memberships, gym services, personal training, and facility policies. • Assist with member check-ins, membership sign-ups, renewals, cancellations, and account updates. • Schedule personal training appointments and help manage trainer availability. • Handle customer concerns or complaints respectfully and escalate issues to management when needed. • Process payments, maintain accurate records, and follow company procedures for transactions. • Support the promotion of gym programs, classes, personal training packages, and special offers. • Monitor the gym floor to ensure members are following safety rules and facility guidelines. • Assist with opening, closing, and general daily operations of the fitness facility. • Maintain a positive, professional attitude and contribute to a supportive fitness community at West Coast Muscle

and Fitness.

Qualifications & Experience:

Skills and experience normally required for this position • Certified Personal Trainer required, with a minimum of 1 year of experience in personal training, fitness coaching, gym operations, or customer service preferred. • Strong knowledge of exercise programming, proper technique, and safe equipment use. • Must have excellent communication, organization, sales, scheduling, and member-service skills, with the ability to motivate clients and maintain a clean, safe, professional fitness environment.
