



At Rimrock Banff, we create more than luxury experiences, we create moments that move people.

Guided by Wellness, Adventure, and Culture, our people live and work in one of the most inspiring places on earth, delivering hospitality with purpose, care, and heart.

Here, every day brings connection, growth, and unforgettable memories, on and off the clock. Live boldly. Work with heart. Stay moved.

The Fitness & Wellness Host plays a key role in delivering a refined, safe, and welcoming wellness experience for both guests and members. This role is the steady, reassuring presence within our fitness and wellness spaces, ensuring facilities are pristine, operations run seamlessly, and every guest feels supported, confident, and cared for.

This position is not about performance or instruction, it's about precision, consistency, and ownership. You are a wellness ambassador who takes pride in the details, understands the importance of structure, and contributes quietly but meaningfully to the guest journey.

### **What You'll Be Doing**

#### **Guest Experience & Wellness Service**

- Greet all guests and members warmly, creating a calm, professional, and inclusive wellness environment
- Provide clear orientation to fitness and wellness facilities, including equipment use, safety guidelines, and wellness etiquette
- Maintain a visible, attentive presence on the fitness floor to ensure guest comfort, confidence, and safety
- Anticipate guest needs and respond thoughtfully to questions, requests, or concerns
- Uphold Rimrock Banff's luxury service standards, tone, and brand values at all times

#### **Facility Operations & Presentation**

- Ensure fitness centre, studio spaces, pool deck, and wellness areas are impeccably clean, organized, and inviting throughout operating hours

- Complete routine cleaning, sanitizing, resetting, and inspections of equipment and spaces in accordance with health and safety standards
- Monitor equipment condition and promptly report maintenance issues, safety concerns, or supply shortages
- Maintain inventory of towels, water, amenities, and wellness supplies
- Support daily opening and closing procedures, including checklists, logs, and operational standards

#### **Safety & Compliance**

- Monitor guest activity to ensure safe and appropriate use of equipment and facilities
- Enforce wellness and fitness policies with professionalism, discretion, and consistency
- Respond appropriately to incidents or emergencies, following established safety and reporting protocols
- Maintain working knowledge of emergency procedures, first aid, and basic health and safety practices

#### **Wellness Support & Collaboration**

- Assist with wellness programming, classes, or special experiences as required
- Support Fitness & Wellness leadership with special projects, activations, or guest initiatives
- Collaborate with Front Office, Guest Services, Expeditions, Housekeeping, and Engineering teams to ensure a seamless guest journey

#### **What You Bring**

- Previous experience in fitness, wellness, hospitality, or guest-facing roles preferred
- ProServe certification required
- Familiarity with fitness equipment and wellness environments is an asset
- CPR and First Aid certification, or willingness to obtain
- Strong interpersonal and communication skills with a calm, professional demeanor
- Ability to remain attentive, service-focused, and composed in a structured environment

#### **Bonus if You Bring**

- Previous experience in a luxury hotel, wellness retreat, spa, or fitness environment
- Familiarity with pool operations, hydrotherapy spaces, or outdoor wellness facilities
- Knowledge of health, safety, and sanitation standards in fitness or aquatic environments
- Interest in wellness as a lifestyle, including recovery, movement, and mindful living
- Experience supporting wellness activations, special events, or guest programming

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#### **Who You Are**

You are steady, thoughtful, and detail-oriented. You take pride in doing things properly and consistently, and you thrive in environments with clear standards, established procedures, and supportive leadership.

You build trust through reliability, sincerity, and quiet confidence. While reserved with unfamiliar faces, you form strong, lasting relationships over time and take ownership of your role as if the experience were your own business.

You value professionalism, accountability, and a well-run environment, and you understand that excellence in the details shapes how guests feel long after their visit.

**Lead the movement. Champion the journey. Stay moved.**

#### **Physical Demands**

- Ability to stand and walk for extended periods throughout the shift
- Ability to perform repetitive cleaning, sanitizing, and equipment resetting tasks
- Ability to lift, carry, push, or pull items weighing up to approximately 25 lbs (towels, supplies, light equipment)
- Ability to bend, reach, kneel, and stoop as required to maintain facility standards
- Ability to work in warm, humid, and outdoor environments, including pool deck and hydrotherapy areas

#### **Job Perks & Benefits:**

- Comprehensive benefits package (Medical, Vision & Dental) including extended benefits like; Mental Health, Orthodontics, Fertility Drugs and Gender Affirmation for full time permanent status employees.
- Defined Contribution Pension Plan with employer matching up to 5% of annual earnings for full time permanent status employees.
- Employee travel program with discounts on room rates as well as on food & beverage at Accor properties world-wide.
- Access to the Mountain Explorer Travel Program – exclusive room rates for colleagues, which includes 50% off all food & beverage when staying at Fairmont Resorts in Banff, Lake Louise, Jasper & Whistler.
- One complimentary buffet meal per shift in our staff cafeteria.

At Rimrock Banff, we believe that diversity makes us stronger, and inclusion moves us forward.

Our team is made up of individuals from across the globe, each bringing their own culture, perspective, and story. In a place as naturally diverse as Banff National Park, it's only fitting that our workplace reflects the same richness.

Whether you're on shift or in staff housing, we want every person to feel seen, valued, and free to be fully themselves, regardless of race, culture, gender identity, religion, abilities, sexual orientation, or age.

Inclusion isn't a box we check, it's a value we live. And while we're proud of our progress, we know there's always more to learn, more ways to grow, and more voices to elevate.

Together, we build a workplace where belonging isn't just possible, it's expected.

**Be you. Be bold. Stay moved.**