

Randwick City Council



Position Description and Person Specification

Name of Occupant:

Position: Senior Gym Instructor

Position Number:

Award Placement: Grade 7

Date Last Amended: 17 June 2013

Department: City Services

Section: Aquatic Services

Unit: Des Renford Leisure Centre (DRLC)

Position Title of Supervisor: Gym Supervisor

Positions Reporting to this Position:

Direct:

Indirect:

Casual Gym Instructors

Aerobics Instructors

Aquaerobics Instructors

Signature of Occupant

Date

Signature of Supervisor

Date

1. Purpose of Position

- 1.1** Provide supervision, professional tuition, advice, encouragement and support to all gym and fitness class users.
- 1.2** Assist in providing a safe, clean and well maintained environment for all clients engaged in the facilities services.
- 1.3** Provide professional quality exercise prescription to all gym users, build and maintain excellent working relationships with stakeholders and contribute towards the operation of a first class facility.
- 1.4** Assist in maximising facility memberships by way of sales, retention and satisfaction of the services.

2. Organisational Relationships

- 2.1 Position Title(s) of Supervisor(s):**
Gym Supervisor
- 2.2 Position Title(s) that also report to Supervisor:**
Sales & Marketing Officer
Gym Instructors Casual
Aerobics Instructors
Aquaerobics Instructors
- 2.3 Title(s) of Positions that report to this Position:**
Gym Instructors Casual
Aerobics Instructors
Aquaerobics Instructors

3. Budget Management

- 3.1 Expenditure:**
\$0
- 3.2 Revenue:**
\$0
- 3.3 Value of Contracts Managed:**
\$0

4. Challenges / Problem Solving

- 4.1** Manage the expectations of participants and user groups.
- 4.2** Provide a high standard of customer service at DRLC in order to meet and exceed customer expectations.
- 4.3** Provide quality services ensuring that all DRLC and Council processes and guidelines are adhered to at all times.
- 4.4** Resolve complaints in a sensitive, professional and positive manner.
- 4.5** Assist in increasing memberships, attendances and financial performance from year to year.
- 4.6** Maintain and deliver the DRLC customer service and sales philosophies.
- 4.7** Provide high level exercise prescription, tuition, information and advice to the public as required.

5. Decision Making

- 5.1** Initiate 'on the floor' classes and equipment tutorials in line with DRLC polices and philosophies.
- 5.2** Troubleshooting of customer service issues as they relate to the Gym facilities and participants as required in line with the facilities policies and procedures.
- 5.3** Recommend changes and enhancements to all services.

6. Communication

- 6.1** Answer enquiries in a friendly manner.
- 6.2** Maintain a email database for each service, up date noticeboards and maintain all brochure holders within the facility.
- 6.3** Maintain a customer focus of self, all casual fitness staff and instructors to promote a positive image and provide effective services inline with DRLC philosophies.
- 6.4** Communicates with range of Council staff from across the organisation.
- 6.5** Maintain a positive Sales experience for all potential members ensuring self and all staff are delivering the DRLC sales philosophies.

7. Specific Accountabilities

7.1 Accountabilities:

- 7.1.1** Provide leadership to casual staff in all areas of the fitness services including gym floor service, aerobics program, sales, cleanliness, administration and customer service.
- 7.1.2** To assist in developing, maintaining and documenting a maintenance program to effectively maintain all fitness equipment to a desired Australian standard.
- 7.1.3** Maintain all policies, systems, DRLC philosophies and standard operating procedures and recommend enhancements.
- 7.1.4** Conduct individually appropriate exercise prescription and re-assessments for facility members.
- 7.1.5** Conduct 'On floor classes' and equipment tutorials in line with DRLC polices and philosophies.
- 7.1.6** Conduct Sales bookings, tours and administration to new and existing facility members in line with facility policy and procedures.
- 7.1.7** Supervise all gym users, giving technical and safety advice, support and encouragement.
- 7.1.8** Conduct a thorough induction for all new, inexperienced or injured participants in line with facility policy and procedures.

- 7.1.9** Assist in developing and implementing marketing strategies for all fitness services including maintaining up to date email databases for each service, quarterly newsletters, noticeboards, Multiscreen, flyers, brochures, websites, Facebook and Twitter. (maintaining Councils policies on communication at all times)
- 7.1.10** Maintain all DRLC customer service philosophies ensuring a bright, cheerful and encouraging attitude when supervising the Gym floor or consulting with members.
- 7.1.11** Provide to the Gym Supervisor on a monthly basis, all tracking measurement systems including Membership statistics, Sales reports and other reports as requested.
- 7.1.12** Maintain the Gym and Aerobics area to an excellent standard in cleanliness, equipment placed in appropriate places and safety.
- 7.1.13** 'Fill in' for Aerobic classes within designated qualifications if required.
- 7.1.14** Ensure that all systems aimed at providing duty of care and a safe environment for patrons are maintained.
- 7.1.15** Such other duties as may be required by the Gym Supervisor or Manager Aquatic Services.

7.2 Performance Measures:

- 7.2.1** Comply with all relevant Council policies, regulatory requirements and facility procedures.
- 7.2.2** All required reports and documentation completed on a daily and monthly basis.
- 7.2.3** Number of member interactions on a daily basis including sales, 'on floor classes', member assessments, inductions and re-assessments.
- 7.2.4** Customer Satisfaction in regards to Gym cleanliness and staff responsiveness.

8. Work Health and Safety

8.1 Accountabilities:

- 8.1.1** Uphold standards under legislation, safe work method statements, operating procedures and Council procedures.
- 8.1.2** Participate in all training as required.
- 8.1.3** Identify and report all hazards to your Supervisor and take corrective action where necessary.
- 8.1.4** Observe safety rules and emergency procedures.
- 8.1.5** Provide information and advice on correct techniques for exercise and equipment usage to the public.
- 8.1.6** Maintain and clean the Gymnasium and Aerobics areas to established standards.

8.2 Performance Measures:

- 8.2.1** Number of accident / incidents within the fitness services.
- 8.2.2** Observance of WH&S policies and procedures.
- 8.2.3** All regulations are complied with at all times.
- 8.2.4** Excellent results in monthly cleaning and maintenance audits.

9. Financial Management Accountabilities

9.1 Accountabilities:

- 9.1.1** Responsibility for ensuring that he/she complies with Council's adopted financial management policies and procedures.
- 9.1.2** Assist in maintaining efficient and cost effective operations where applicable.
- 9.1.3** Provide recommendations on cost savings within legislative guidelines as identified within the normal day to day operations of the facility.

9.2 Performance Measures:

- 9.2.1** This position has no direct responsibility for operating expenditure

10. Corporate Accountabilities

10.1 Accountabilities:

- 10.1.1** Actively contributes to the achievement of business and operational plans.
- 10.1.2** Assist with training of other staff as required.
- 10.1.3** Comply with all Council policies and procedures at all times.
- 10.1.4** Ensure Council's Values are displayed to the highest levels at all times.

10.2 Performance Measures:

- 10.2.1** Achievement against KPIs and targets.
- 10.2.2** Obtain acceptable ratings for all Council's Values in the annual staff appraisal.
- 10.2.3** Customer Satisfaction.
- 10.2.4** Number of complaints received.

11. Knowledge, Skills and Experience

Essential Criteria:

- 11.1** Previous experience as Fitness Instructor at a fitness centre.
- 11.2** Certificate III and IV in Fitness or equivalent qualification.
- 11.3** Demonstrated ability to provide a high level of customer service both technically and socially.
- 11.4** Previous experience in membership sales.
- 11.5** High level communication, conflict resolution and interpersonal skills.
- 11.6** Extensive knowledge of Work Health and Safety and quality and environmental requirements relating to the fitness industry.
- 11.7** Demonstrated ability to work cooperatively and productively within an organisation and build relationships with both internal and external stakeholders.
- 11.8** Current first aid certificate.
- 11.9** Current CPR.
- 11.10** Class C drivers licence.

Desirable Skills and Abilities:

- 11.11** Aerobics Instructor qualifications.
- 11.12** Experience with Les Mills Training systems.
- 11.13** Familiarity with specific membership software packages and point of sales systems.