

# Gym Instructor / Personal Trainer



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Friends Health & Fitness are currently seeking a results driven, qualified fitness professional to join our dynamic team. The position will be offered on a casual basis.

This role involves personal and group training, and gym supervision. A detailed position description can be found on pages 2 to 5.

To be considered for this position please address the selection criteria listed below in your letter of application.

Applications should be received by 9am Monday 23 November 2020 addressed to:

Nelson File – Principal  
The Friends' School  
PO Box 42  
NORTH HOBART TAS 7002

or emailed to [principal@friends.tas.edu.au](mailto:principal@friends.tas.edu.au)

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## **Selection Criteria**

1. Demonstrated ability to empower people to achieve their goals.
2. Proven experience with assessments, program writing and training clients.
3. Demonstrated commitment to professional development in the fitness industry.
4. Highly motivated, well-organised, and passionate about the fitness industry. An energetic, self-motivator who sparkles.
5. Knowledge and experience in a wide range of training methods.
6. Previous experience in member retention activities.
7. Have the ability to work safely in a gym environment and be fit to carry out the active duties of the position.

## **Essential Requirements**

- o Certificate IV in Fitness
  - o Current First Aid and CPR
  - o Registration to Work with Vulnerable People (employment category)
  - o Satisfactory National Police Check
  - o Pool Rescue qualification (eg Swim Teachers Rescue Award or Bronze Medallion)
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## **Purpose**

The role of the Gym Instructor is to provide proactive and educated instruction and advice to members and guests and to create an enjoyable, safe and rewarding fitness experience.

## **Primary Duties**

### **Functional Responsibilities**

- Maintain a high level of supervision to gym users at all times, to remain observant of any safety risks within the gym and report equipment damage or hazards immediately to the Gym Manager or Facility Maintenance Coordinator in order to minimise risk.
- Ensure correct exercise technique and execution of movement to ensure maximum benefit and a safe exercising environment for customers.
- In a discreet, informative and friendly manner, provide detailed fitness consultations ensuring programming is effective, accurate, appropriate and clearly understood by the individual
- Show a genuine interest in the member's development and progress, encouraging questions and responding in a friendly, informative and professional manner.
- Provide training sessions which meet the defined needs of the member and ensures customer satisfaction, enjoyment, safety and results.
- Document and file all client consultations, programs including personal training programs and specific information related to personal training clients.
- Walk the gym floor and speak to every member, on every shift, communicating upcoming events, ensuring members feel welcome in the Centre, promoting PT and offering to assist members with their workouts. Be available and approachable to members at all times for exercise advice and guidance.
- Ensure you are aware of who will be attending pre-booked sessions prior to the commencement of the session so that they may be welcomed by name and to ensure you are prepared for individual training needs, such as injury.
- Present safe and appropriate group training sessions/classes ensuring individuals within the group are monitored and motivated.
- Plan, prepare and coordinate personalised training sessions which meet the defined needs of the client and ensure customer satisfaction, enjoyment, safety and results.
- Assist in maintaining a clean and hygienic exercise environment by replacing all used equipment to their respective places and sanitising areas after body contact. Regularly clean and sanitise equipment including dusting and removing marks from walls.
- Promptly respond to and resolve customer queries and complaints to ensure good customer relations and promote a friendly and efficient service. Report all customer feedback to the Gym Manager.
- Proactively promote Personal Training (PT) and Centre programs.

- Support membership retention strategies, contacting low user members ensuring a highly active member base. Undertake membership retention activities including contacting members, designing and engaging members in regular challenges.
- Promote the facility to current and prospective members by providing quality information and explanations about equipment, programs and services available, whilst listening to their needs and goals.
- Follow up on member enquires and keep in touch with members through phone calls and emails.
- Provide reports on required statistics.
- Ability to use Centaman (membership database) to assist with covering customer service breaks and to obtain and enter client data, and sell memberships.
- Ability to use Acuity or similar computer programs to enter member details, book and cancel client appointments, and obtain member information.
- Maintain member confidentiality and work within the Privacy Policy.
- Other duties as directed.

### **Team Responsibilities**

- Contribute as a member of the team, providing back-up assistance where needed to ensure a responsive and helpful service is provided to customers.
- Contribute to the direction of the facility by participating in meetings and providing input to review systems and processes within the team to ensure a flexible and responsive service delivery that meets and exceeds client expectations.
- Be available to attend team meetings and trainings.
- Utilise effective communication within the team.
- Support other team members sharing ideas, tips and techniques.

### **Accountability, Independence and Influence**

The incumbent is accountable for:

- Assessment of members.
- Quality of programming.
- Personal and small group training of members.
- Safety of members.
- Communication with management, staff and members.

### **Judgement and Decision-Making**

- Judgement is exercised within the framework of policies and procedures of Friends Health & Fitness.
- The Gym Instructor is expected to exercise discretion in relation to the assessment of participant's ability to perform specific exercises following fitness consultation, and the

format of fitness training programs, using the advice of the Gym Manager where necessary.

### **Person Specification**

- With enthusiasm, confidence, knowledge and skill this position requires the instructor to be able to conduct individual fitness consultations for a diverse range of participants, to ensure programming is effective and appropriate to the individual.
- Be punctual and able to manage time to meet appointments, customer expectations and daily duties.
- Establish good relationships with the members and customers in order to promote the facility and its programs.
- Be skilled and confident in performing basic first aid in a fitness and aquatic environment.
- Perform a range of other tasks within the Centre such as touring prospective clients and providing concise information to participants on matters relating to health and fitness, booking appointments, and taking call enquires in a well spoken, polite and friendly manner.
- Make every effort to maintain friendly contact with clients to ensure membership renewals and maintain high member retention.
- Proactively engage with members in the gym and encourage personal training and other Centre programs such as Small Group Personal Training (SGPT).

### **Interpersonal skills**

- The Gym Instructor will be required to demonstrate a proactive, warm and confident communication style that motivates and inspires clients of all ages and fosters good customer relations and the enthusiasm of participants.
- Use effective written communication in order to ensure accuracy and understanding of health and fitness matters.
- Have a positive can-do attitude.
- Be pro-active.
- Be polite and understanding.
- Have a friendly, outgoing personality. Always be having a "good day", motivating, enthusiastic, professional and always able to offer superior member support and motivation.
- Be cooperative and helpful.

## **Qualifications**

The position requires the following qualifications:

- Cert III & IV Fitness Instructor
- Current First Aid.
- Current CPR certificate
- Current Swim Teachers Rescue Award

## **Knowledge**

The position requires professional knowledge in the following areas:

- Application of health and fitness principles including safe exercise practices.
- Principles of Workplace Health and Safety.
- Principles of teaching, learning models.
- Up to date knowledge of exercise trends and training practices.
- A commitment to ongoing professional development.
- Knowledge of and ability to perform basic pool rescues.

## **Delegations**

- Nil

## **Supervision of positions**

- Nil

## **Key relationships**

- Gym Manager
- Centre Manager
- Assistant Manager
- Centre staff
- Members and Users of the Centre