

Gym Instructor / Personal Trainer



Friends Health & Fitness are seeking a results driven, personable and qualified fitness professional to join our dynamic team. The position will be offered on a full-time basis and will include work spanning the Centre's full opening hours (Monday to Sunday).

This role involves personal, group training, and gym supervision. A detailed position description can be found on pages 2 and 3.

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

Applications should be received by 9.00am, Monday 1 February 2021 addressed to:

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

or emailed to employment@friends.tas.edu.au

Selection Criteria

1. Demonstrated ability to motivate 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. Ability to instruct a range of classes.
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)

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

- 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 personal, informative and friendly manner, provide detailed fitness consultations ensuring programming is effective, accurate, appropriate and clearly understood by the member.
- Show a genuine interest in the member's development and progress, encouraging questions and responding in a friendly, informative and professional manner, and maintaining ongoing contact.
- Provide training sessions which meet the defined needs of the member and ensures customer satisfaction, enjoyment, safety and results.
- Document and file all member consultations, programs including personal training programs and specific information related to personal training clients.
- Actively supervise the gym floor by engaging with every member each time they're in the gym, communicating upcoming events, ensuring members feel welcome in the Centre, promoting Personal Training (PT) and offering to assist members with their workouts. Always be available and approachable to members at all times for exercise advice and guidance.
- Review and plan your sessions and appointments to ensure you're well prepared to meet the needs of each individual. Present safe and appropriate group training sessions/classes ensuring individuals within the group are monitored and motivated.
- Plan, prepare and coordinate personal and small group personal training sessions which meet the defined needs of the client/s 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 PT and other Centre services and 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.
- Assist with covering customer service breaks and have a thorough knowledge of customer service duties.
- 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.
- Be skilled and confident in performing basic first aid in a fitness and aquatic environment.

Qualifications

The position requires the following qualifications:

- Certificate III & IV in Fitness
- Current First Aid
- Current CPR certificate
- Current Swim Teachers Rescue Award or Bronze Medallion

Delegations

- Nil

Supervision of positions

- All permanent staff are expected to take an overall supervision approach with casual staff
- Supervision of volunteers/trainees

Key relationships

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