

POSITION DESCRIPTION

GYM INSTRUCTOR / PERSONAL TRAINER



POSITION HOLDER:	Vacant
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Gym Manager
REPORTS TO POSITION:	N/A
CLASSIFICATION:	Level 4, The Friends' School (Friends Health & Fitness) Enterprise Agreement 2018
STUDENT CARE:	N/A
HOURS OF WORK:	38 hours per week

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

- o 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.
- o Ensure correct exercise technique and execution of movement to ensure maximum benefit and a safe exercising environment for customers.
- o In a personal, informative and friendly manner, provide detailed fitness consultations ensuring programming is effective, accurate, appropriate and clearly understood by the member.
- o 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.
- o Provide training sessions which meet the defined needs of the member and ensures customer satisfaction, enjoyment, safety and results.
- o Document and file all member consultations, programs including personal training programs and specific information related to personal training clients.
- o 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.

- o 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.
- o 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.
- o 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.
- o 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.
- o Proactively promote PT and other Centre services and programs.
- o 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.
- o 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.
- o Follow up on member enquires and keep in touch with members through phone calls and emails.
- o Provide reports on required statistics.
- o Assist with covering customer service breaks and have a thorough knowledge of customer service duties.
- o Ability to use Acuity or similar computer programs to enter member details, book and cancel client appointments, and obtain member information.
- o Maintain member confidentiality and work within the Privacy Policy.
- o Other duties as directed.
- o Be skilled and confident in performing basic first aid in a fitness and aquatic environment.

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)

DELEGATIONS

- o Nil

SUPERVISION OF POSITIONS

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

KEY RELATIONSHIPS

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

CONDITIONS OF EMPLOYMENT

- o A salary will be paid according to qualifications and experience at rates stated in The Friends' School (Health & Fitness) Enterprise Agreement 2018.
- o General conditions of employment will be in accord The Friends' School (Health & Fitness) Enterprise Agreement 2018 and The Friends' School Staff Code of Conduct.
- o Provision is made for Long Service Leave in accordance with the Long Service Leave Act 1976, with staff able to access their full entitlement after 10 years of service to The Friends' School.
- o In accordance with Australian Government legislation, employees are entitled to elect the complying superannuation fund into which their 9.5% employer superannuation contributions will be paid. However the School offers staff appointed to permanent positions an employee superannuation plan that provides a range of employer funded benefits to participating employees, including 10.5% employer contributions.
- o Employees of The Friends' School will respect and comply with the Staff Code of Conduct.
- o All appointments are made subject to the provision of a satisfactory National Police Record Check and current Working with Vulnerable People Registration. Any offer of appointment will become void should the Police Record Check or Working with Vulnerable People Registration present any concerns in respect to our Duty of Care to students and staff of the School.
- o It is anticipated that staff will maintain the necessary level of fitness appropriate to fulfil the inherent duties of the position.
- o In accordance with the Work Health and Safety Act 2012 (Tasmania), as an employee of The Friends' School you must:
 - Take reasonable care for your own health and safety; and
 - Take reasonable care that your acts or omissions do not adversely affect the health and safety of others; and
 - Comply, so far as you are reasonably able, with any reasonable instruction that is given by the School; and
 - Cooperate with any reasonable policy or procedure relating to health or safety at the School that has been notified to staff.
- o Fee concessions are available to assist staff in having their children educated at the School.
- o Corporate Health Insurance Plan through BUPA Australia and St Lukes.
- o No cost use of gym and pool at Friends Health & Fitness.

CONFIDENTIALITY

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from The School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance and understanding of the position description.

Name:

Date:

Signature: