



Fitness Trainer

POSITION PROFILE

Division	Shire Services	Status	PPT
Unit	Sutherland Shire Leisure Centres	Salary Grade	2
Reports to	SDOG	Reviewed	September 2020

STRATEGIC INTENT

The Leisure Centres enrich the community by providing access to health, fitness and recreation programs and services that promote lifelong active living.

POSITION PURPOSE

To carry out the daily duties assigned to the position which support the operational requirements of the Fitness Department's service delivery. This includes but is not limited to:

- Customer service & Gym reception duties
- Member Retention
- Fitness Promotions
- Minor equipment maintenance /cleaning tasks
- Minor administrative tasks
- Member induction, supervision and support
- Exercise education and goal setting for customers
- Fitness testing and exercise prescription for Leisure Centre clientele
- Provide support for the group fitness program
- Provide support for the Exercise Physiologist as required
- Provide support for other Unit departments as appropriate, in particular POS and membership services staff
- Attend first aid events within fitness areas
- Any other duties required by direct superiors.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<ul style="list-style-type: none">• Servicing Customers needs and communicate relevant and accurate information to Leisure Unit clientele• Maintain up to date knowledge of Leisure Unit programs and promotions	<ul style="list-style-type: none">• Positive customer feedback• Read staff communications via email, text messages and memos• Attend staff meetings• Respond to telephone calls

<ul style="list-style-type: none"> • Supervision of gym floor areas • Provide support for to the departments' functions 	<ul style="list-style-type: none"> • Ensure compliance with centre rules by clientele on the gym floor and in fitness classes • Response to calls for assistance • Resolution of equipment malfunction • Cooperation with other staff / team members
<ul style="list-style-type: none"> • Attend to minor first aid events within fitness areas 	<ul style="list-style-type: none"> • Correct completion of incident reports
<ul style="list-style-type: none"> • Maintain cleanliness and presentation of exercise areas 	<ul style="list-style-type: none"> • Completion of duty sheets • Customer and staff feedback
<ul style="list-style-type: none"> • Repair or report faulty fitness equipment 	<ul style="list-style-type: none"> • Completion of equipment maintenance log
<ul style="list-style-type: none"> • Be punctual for rostered shifts 	<ul style="list-style-type: none"> • Accurate completion of timesheets
<ul style="list-style-type: none"> • Comply with all Departmental and Unit procedures 	<ul style="list-style-type: none"> • Completion of duties • Communication with team members and supervisors • Feedback from Supervisors
<ul style="list-style-type: none"> • Conduct client fitness appraisals in a professional manner and provide accurate advice in regards to exercise and a healthy lifestyle 	<ul style="list-style-type: none"> • Punctual attendance • Provision of required resources • Compliance with adopted procedures • Client feedback and retention • Correct exercise prescription
<ul style="list-style-type: none"> • Supervision of GPERS sessions 	<ul style="list-style-type: none"> • Customer feedback • EP feedback • Recording of Statistics
<ul style="list-style-type: none"> • Any extra duties/assistance required by Supervisor or Manager 	<ul style="list-style-type: none"> • Willingness to assist with tasks • Completion of assigned tasks

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • Minimum Certificate IV in Fitness • Evidence of current Fitness Australia registration or equivalent required within one month of being offered a position • CPR Certificate (if not current evidence of renewal certification required prior to commencement) • Senior First Aid Certificate (minimum – if not current evidence of renewal certification required prior to commencement)
	Desirable	<ul style="list-style-type: none"> • Certificate III in Fitness – Group Fitness
Experience or skills	Essential	<ul style="list-style-type: none"> • Willingness to commit to internal training programs as required by supervisors
	Desirable	<ul style="list-style-type: none"> • Previous employment in a similar position • Demonstrated experience in programming and delivery of safe and effective exercise for a range of clientele • Experience in minor gym based maintenance procedures • Experience in instructing group fitness classes • Personal Training – minimum 12 months experience

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> • Professionalism: Positive brand ambassador of Sutherland Shire Council Leisure Centres (Acting with professionalism all times) • Goals oriented: Self-motivated and trustworthy, personal commitment to the promotion of healthy lifestyle behaviours • Critical thinking: Innovative and enthusiastic • Communication skills: Excellent and effective oral communication and instructions • People skills: Ability to project both a professional and friendly manner • Team focussed: Able to work effectively as part of a team
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> • Collaborative - be open and welcoming, genuinely connect to others, include others, work together as one • Active - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day • Respectful – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others
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- **Evolving** – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Nil
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Nil
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behavior Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Nil

SPECIFIC CONDITIONS OF EMPLOYMENT

- Available to work flexibly on a seven day per week roster (Monday-Sunday) throughout the year.
- Available to work various timeslots from 5am – 9pm including weekends.
- Available to work at all centres – Sutherland, Engadine and Menai when required.
- Available to perform fill-ins classes at short notice, if qualified in Group Fitness.
- Comply with the Leisure Centre Unit's secondary employment policy.