

POSITION DESCRIPTION

POSITION TITLE:	Fitness Professional (Group Fitness)
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Pakenham VIC
DEPARTMENT:	Fitness and Programs
REPORTS TO:	Group Fitness Captain
DIRECT REPORTS:	None
TYPE OF EMPLOYMENT:	Casual or Part Time

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

Group Fitness Instructors will lead exciting, dynamic, fun and challenging group fitness classes.

KEY RESPONSIBILITIES:

1. Fitness class instruction

- Provide professional fitness instruction to all members and guests.
- Deliver the timetabled class in accordance with training.
- Be visibly present and engaging with all customers.
- Ensure classes start and end on time.
- Manage customer behaviour in line with etiquette guidelines.
- Welcome and educate new participants so they feel comfortable in your class.
- Ensure equipment is used in a safe manner.

- Undertake regular cleaning of equipment on each shift.
- Engage with members outside of classes and encourage attendance to classes.
- Actively support initiatives to retain members.
- Maintain an expert level of knowledge of your chosen classes.
- Support the Head of Fitness and Programs in the delivery of health and fitness programs in accordance with annual plans.
- Be available to assist in the delivery of the Healthy Cardinia program throughout the Shire.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

2. Health and Safety of all staff and customers

- Comply with all applicable policies and procedures.
- Oversee the evacuation the group fitness room(s) as directed by the Duty Captain and in accordance with training.
- Implement and documents hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.

3. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

Group Fitness Instructors may from time to time be required to undertake other tasks as directed by the Head of Fitness and Programs.

KEY RELATIONSHIPS:

- Members and guests
- Duty Captain

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Fitness Australia certified
2. Certificate 3 in Fitness or GEL equivalent

3. Training in Les Mills programs (if relevant)
4. Current First Aid and CPR certificate
5. Working with Children Check
6. Previous experience in customer service

PERSONAL ATTRIBUTES:

1. Focused on the customer.
2. Understands/enjoys the Leisure Industry and motivated to serve Aligned Leisure.
3. The ability to provide coaching and mentoring to members.
4. Relentless in their approach to delivering exceptional service.
5. Engaging and outgoing.

PERSONALITY TRAITS:

1. Professional.
2. Approachable.
3. Attentive.

APPROVED:

General Manager – Operations, Aligned Leisure

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