

POSITION DESCRIPTION

POSITION TITLE:	Fitness Professional (Gym Instructor and Personal Trainer)
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Pakenham VIC
DEPARTMENT:	Fitness and Programs
REPORTS TO:	Health Club 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:

Fitness Professionals will engage with members and guests to ensure a safe, fun and fulfilling fitness environment. They will support members in their fitness goals by creating tailored, rewarding and fun fitness plans which will also increase member retention. As a professional fitness instructor they will operate with great pride and professionalism, maintain an immaculate gymnasium and will continually educate themselves.

KEY RESPONSIBILITIES:

1. Fitness instruction

- Provide professional fitness instruction to all members and guests.
- Engage with each and every customer who enters the gymnasium.
- Create tailored, rewarding and fun fitness programs for members.
- Actively support initiatives to retain members.
- Ensure developed programs support a wide range of activities, including group fitness and sport and also utilises community assets other than Cardinia Life, including Council pools, parks, gardens and other facilities and programs.
- Ensure instruction includes nutrition advice and promotes education and any nutrition programs offered.
- Identify members at risk of leaving, providing additional support to maintain their fitness programs at Cardinia Life.
- Actively drive members into participation in other fitness programs including personal training, small group training and group fitness.
- Maintain an expert level of knowledge of latest industry trends.
- 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.

2. Gymnasium supervision

- Oversee the operation of the gymnasium.
- Be visibly present and engaging with all customers.
- Manage customer behaviour in line with etiquette guidelines.
- Welcome and educate new participants so they feel comfortable in the gymnasium environment.
- Ensure equipment is used in a safe manner.
- Undertake regular cleaning of equipment on each shift.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

3. Health and Safety of all staff and customers

- Comply with all applicable policies and procedures.
- Oversee the evacuation the gymnasium as directed by the Duty Captain and in accordance with training.
- Act as Area Warden for the gymnasium.

- 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.

4. 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.

Fitness Professionals 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
- Personal Trainers
- Group Fitness Instructors
- Duty Captain

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Fitness Australia or Physical Activity Australia registration
2. Certificate 4 in Fitness or equivalent
3. Current First Aid and CPR certificate
4. Working with Children Check
5. 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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