

Position Description

Group Fitness Instructor (Casual)

April 2024

DETAILS

Team and Department	Recreation Business Services
Division	Community and Culture
Supervisor	Supervisor Gym
Direct Reports	
Grade	4
Delegation of Authority	N/A
Budget Expenditure	No responsibility for managing expenditure
Procurement Expenditure Levels	\$0
City Plan Directions	5b. Facilitate a range of sporting and leisure activities.

PURPOSE

Provide supervision, professional tuition, advice, encouragement, and support to all group fitness class users; Plan and deliver quality group fitness classes in a safe, fun, and effective method. Provide quality customer service and respond to customer enquiries and complaints quickly and effectively. Ensure EEO, WH&S, the principles for a culturally diverse society and Council policies are complied with at all times. Contribute to improved customer service and Centre effectiveness, by acting ethically, honestly and with fairness.

KEY ACCOUNTABILITIES

1. Provide high quality, professional fitness tuition to patrons of ranging ability.
2. Liaise with other instructors and participants to continually improve service delivery.
3. Maintain accurate attendance records.
4. Provide information and advice on fitness to the public as required.
5. Provide a high level of customer service and ensure that customer enquiries and complaints are dealt with in an efficient and positive manner.
6. Maintain WH&S procedures in relation to all relevant areas of responsibility and maintain a clean and safe workplace.
7. Ensure that adequate equipment is available for participants, equipment is set-up before and packed-up and after classes; and is appropriately stored after use.
8. Monitor and report any loss/breakage of fitness equipment to your Supervisor.
9. Maintain the safety and wellbeing of participants at all times.
10. Complete accident / injury report forms as required.



INTEGRITY – CUSTOMER FOCUS – ACCOUNTABILITY – RESPECT – EXCELLENCE

11. Maintain currency of qualifications relevant to the position and classes taught.
12. Other duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Licenses and/or Certifications for designated class
2. Current CPR and First Aid Certificate
3. Working with children check
4. Cert III in Fitness (or equivalent) and Industry Registration
5. Previous experience instructing group exercise classes
6. High level communication, conflict resolution and interpersonal skills
7. Ability to work under limited supervision and to demonstrate initiative when required
8. Ability to respond to changes in work instructions and learn new skills
9. Working knowledge of Work Health and Safety and quality and environmental requirements relating to the fitness industry

DESIRABLE

1. Certificate IV in Fitness
2. Aqua Aerobics certification
3. Les Mills certification
4. Class C Drivers licence

PHYSICAL REQUIREMENTS

1. Good level of physical fitness (If relevant to ability to perform the role)

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	YES
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	NO
Criminal History Check	NO
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.