

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Gym Assistant	Level	2 (LC)
Business Unit	Leisure & Cultural Services	Position Number	00971
Directorate	Corporate Services	Date Established	January 2009
Reporting to	Gym Supervisor	Date Updated	August 2024

2. KEY OBJECTIVES

- Deliver the day-to-day activities and services for the fitness centre that meet the needs of a diverse and growing community.
- Promote a safe environment.
- Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

- Ensure that all activities undertaken in the fitness centre are in accordance with Fitness Australia and the City's protocols and procedures.
- Ensure Continued Education Credits (CEC) are acquired as per Fitness Australia policies and guidelines.
- Ensure opportunities are actively sought to increase patronage of Leisure Centre products and services.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Programs and Services

- Undertake appraisals and prescribe unsupervised individual, safe and stimulating exercise programs for members and fitness centre users.
- Assist members in correct techniques and use of equipment.
- Monitor user entry to the fitness centre, ensuring all users have paid prior to entry.
- Set up the fitness centre and equipment.
- Ensure that all fitness centre equipment and facilities are clean and tidy.
- Report any maintenance requirements to the supervisor.
- Identify ways to improve programs and work practices.
- Liaise with fitness centre contractors and suppliers regarding equipment maintenance.
- Actively promote the City of Joondalup Leisure Centre products and services.
- Attend meetings and in-house training as required.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Work Health and Safety

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.

Outcome: Customer Service

- Provide a high level of customer service to employees, members and patrons.
- Respond to customer enquiries, feedback and requests in an efficient and professional manner.
- Liaise with other team members as required ensuring a coordinated approach to operational activities.
- Maintain confidentiality and privacy of customer records.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Developed Skills:

- Interpersonal, verbal and written communication skills with the ability to communicate with people from all ages.
- Planning and organisational skills to co-ordinate delivery of fitness centre programs.
- Motivating customers to continue with exercise and programs contributing to the overall leisure centre retention.

Knowledge:

- Working knowledge of correct exercise techniques.
- Sound knowledge of Les Mills group fitness programs.
- Working knowledge of rules, regulations and guidelines advocated by key industry bodies governing Health & Fitness.
- Knowledge of Work Health and Safety legislation relevant to the role.

Demonstrated Experience:

- Working in a similar role.
- Ensuring health and safety regulations are complied with during workouts in order to prevent accidents and injuries.
- Providing instruction to members and users of a fitness centre.
- Creating and assessing fitness programs.
- Working in a service environment dealing with customers, members and the general public.

Qualifications / Clearances:

- Certificate III or Certificate IV in Health and Fitness
- Current AUSactive Accreditation.
- Current Provide First Aid Certificate (HLTAID011) or progression towards completion of certificate and appointment to position subject to ability to obtain satisfactory certificate on commencement.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or progression towards completion of certificate and appointment to position subject to ability to obtain satisfactory certificate on commencement.
- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

6. EXTENT OF AUTHORITY

- Responsible for completion of regularly occurring tasks with general guidance on a daily basis.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- Personal judgment is required to follow predetermined procedures where a choice between more than two options is present. Guidance is available from more senior employees.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works with limited supervision

Internal:

- Leisure Centre employees

External:

- General public, members and patrons
- Commercial agencies (contractors and suppliers)

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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