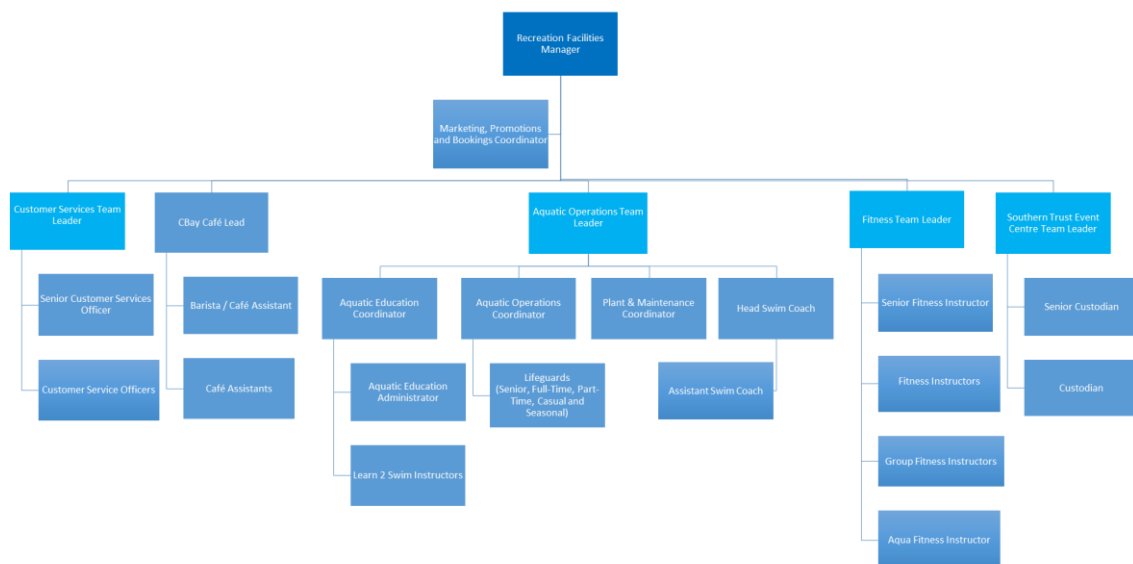


Position Description: Fitness Instructor

Business Group	Community Services
Reports To	Fitness Team Leader
Direct Reports	Nil
Date	September 2024
Budget Responsibility	Nil
Financial Delegation	Nil

Business Group Structure



Business Group Purpose

The Community Services group encompasses Council’s Recreation and Cultural Facilities and Customer Services, User Experience, and Community Engagement portfolios and plays a key role in the delivery of recreation, cultural, and heritage services to the community to support the Council’s delivery of community outcomes and wellbeing’s. This Group is responsible for leading the delivery of user experience and communications to all users of Council services, district residents, and ratepayers to support the delivery of community wellbeing’s under the Local Government Act 2002.

In addition, the Community Services Group is responsible for the delivery of community initiatives, development and delivery of user experience initiatives, events, and services that support various strategic Council objectives and goals including a number of longer-term capital expenditure projects and community engagement initiatives.

Purpose of the Position

The purpose of the Fitness Instructor position is to plan, prepare and deliver a high quality and effective fitness service to all customers that promotes fun, safety, enjoyment and the benefits of exercise. The Fitness Instructor will achieve a high level of customer satisfaction and build and maintain positive relationships with their clients.

Key Relationships / Customers

External	Internal
Members of the public	CBay Fitness Team Leader
Customers and clients	CBay Fitness Staff
Service Providers	All CBay Trust Aoraki Centre Staff
	All TDC Staff

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. Proactively provide exceptional fitness support and service to customers in an efficient and effective manner.
2. Deliver a branded customer experience that is actively engaging, inspires confidence and a can do attitude.
3. To maintain a high public profile of the facility and promote the facility in a creative and attractive manner so as to establish and maintain a positive public image.
4. In conjunction with the Fitness Team Leader, increase and retain gym memberships by utilising effective follow-up procedures for prospects.
5. Liaise with and take direction from the Fitness Team Leader in relation to daily work activities and achieving overall Fitness Centre objectives.

6. Act as the first point of contact CBay Fitness customer enquiries and sales, ensuring the delivery of accurate and consistent information.
7. Ensure that all CBay Fitness facilities and equipment are maintained in good working order and meet Health and Safety requirements.
8. Ensure the highest standards are maintained across all service areas regarding presentation, safety and cleanliness.
9. Take counter and telephone enquiries and provide accurate information to clients on all aspects of the Fitness Centre's facilities and services.
10. Work with and maintain a good working relationship with other CBay team members and participate in and provide feedback as to the overall management of TDC Recreation Facilities.
11. Actively engage in setting own goals and objectives.
12. Assist with other duties as reasonably required by the Fitness Team Leader.
13. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
14. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
15. To be actively involved in Civil Defence Emergency Management when required.
16. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
17. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	NCEA 2, with subjects in physical education or equivalent.
Desired Qualification	A recognised tertiary sport, leisure or fitness related qualification or equivalent.
Minimum Experience	6 months relevant experience.
Desired Experience	18 months relevant experience in the fitness, leisure and sports industry or similar.

Mandatory Training requirements	Comprehensive First Aid Certificate. REP's Certificate or equivalent
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Key Competencies / Skills / Knowledge

- Have a sound practical knowledge of the fitness, leisure and sports industry or similar.
- Sound knowledge of fitness training including testing, prescription and monitoring of clients.
- Ability to lead and manage Les Mills Group Fitness programmes.
- Excellent communication and interpersonal skills, able to communicate clearly, respectfully and deliver verbal and written information in a logical and concise manner.
- Able to handle conflict situations in a professional manner and negotiate satisfactory outcomes.
- Ability to work as part of a team yet also conscientiously work unsupervised.
- Strong computer skills.
- Self-motivated and pro-active.
- Willingness to 'do what it takes'.
- Enjoys change and displays ease of adaptability to change.
- Good time management skills with the ability to prioritise.
- Decisive and solutions orientated.
- Aptitude for analytical thinking.
- High level of honesty, integrity, confidentiality and a trustworthy manner.
- Must be in possession of a full driver's license.

Recreational Facilities Manager

Fitness Instructor

Date

Date