



Fitness Officer - HRCC

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Community and Lifestyle	Level: 3
Reports to:	Senior Fitness Officer - HRCC	
Supervision of:	Nil	
Significant Working Relationships:	HRCC staff Community, business and agency stakeholders Directorate team members Key internal stakeholders	

2. Position summary

To undertake a range of duties to ensure the efficient and effective operation of the Harvey Recreation and Cultural Centre.

3. Community strategic objectives



4. Our values

Teamwork - We are a united team who works together towards a common goal.

Integrity - We are empowered and accountable when making decisions.

Leadership - We are adaptable and responsive in our leadership.

Excellence - We are committed to an exceptional customer experience.

Respect - We are respectful of our history and work together to build our future.

5. Key duties and responsibilities

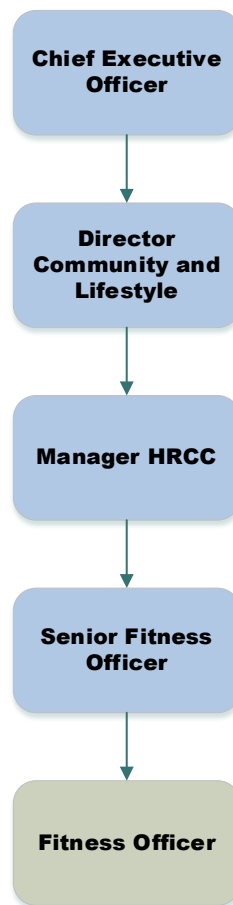
Key functions	Specific duties
Fitness	<ul style="list-style-type: none">• Provide group fitness classes.• Monitor the behavior and activities of gym users ensuring safe and acceptable conduct is maintained.• Support and guide individuals in implementing their fitness programs.• Keep up to date with industry standards and qualifications.• Ensure fitness equipment is neat and tidy and in good working order.• Request new/updated equipment to better service to members.
Administration	<ul style="list-style-type: none">• Assist with the preparation, distribution and maintenance of promotional material, for all Fitness programs, services and activities.• Provide accurate recording and reporting of all accidents, incidents and customer feedback.
Customer Service	<ul style="list-style-type: none">• Deliver quality customer service to patrons and visitors, providing initial support for general enquires including new membership enquiries.• Assist with the reception function and make appropriate referrals where necessary.• Promote sales and assist patrons with product information.• Provide initial assistance for customer complaints/feedback and where appropriate make referrals to other staff.
General	<ul style="list-style-type: none">• Actively assist other members of the team to enhance the status of the Centre.• Monitor and supervise the operations of the Centre when required.• Maintaining the presentation of work areas to agreed standards.
Other	<ul style="list-style-type: none">• Reasonable duties commensurate with classification level.• National Crime Check.

	<ul style="list-style-type: none"> • Current “C” Class Drivers Licence. • Working with Children’s Check.
Organisational	<ul style="list-style-type: none"> • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal. • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

This position operates under the general direction of the Senior Fitness Officer Harvey Recreation and Cultural Centre within established guidelines, procedures and policies of Council.

7. Your team



8. Position selection criteria

Essential

1. Certificate III or IV qualifications and relevant industry experience in a similar role e.g. Certificate III Fitness Instructor, Certificate IV Fitness etc.
2. Demonstrated verbal and written skills and ability to follow procedures and policies as they apply to the position.
3. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
4. Ability to work as an effective team member.
5. Current Provide First Aid and CPR Certificates.

Desirable

1. Apply sound judgement and make good decisions.
2. Previous experience delivering a service to customers.