



JOB DESCRIPTION

Job Title: Assistant Manager (Fitness and Facilities)

Department: Sport & Recreation Services

Campus/Location: Wellington

Responsible to: Gym Manager, Recreation Manager

Purpose Statement: To assist in the management of fitness Services with specific management responsibilities for client services, facilities management. There is also a sport coordination component to this role.

This is an internship-type position, providing an on-the-job learning experience that would suit a recent graduate looking to gain full-time experience in the fitness industry.

Key Accountabilities:

1. Customer Service and Service Delivery

- Possess a strong awareness of customer satisfaction.
- To provide, and be responsible for a consistent and agreed level of service.
- To supervise the processes associated with the membership payment options offered, and manage the relationship between our members and our direct debit provider, Debit Success.

2. Provide Fitness Support

- Ensure the gym is a friendly and welcoming place to exercise.
- Train and assist clients as required.
- Complete and contribute to projects as set by the Manager.
- Comply with Fitness NZ Code of Ethics
- Continual up-skilling of health and fitness knowledge

3. Staff Supervision

- Provide prompt resolution of any customer concerns
- Oversee the day to day operation of the team ensuring that appropriate service is provided.

- To assist in the recruitment of any new staff that may be required, and give them the appropriate job induction if appointed.
- Coordinate the fortnightly completion of all staff time sheets and coordinate short notice staff cover.

4. Management of the Facility

- Manage the ongoing maintenance needed to ensure safe use of the facilities
 - Working with Facilities Manager to ensure buildings are safely managed.
 - Working with outside contractors to deliver a range of services that maintain the facility
- To make recommendations on facility improvements that enhances the service and safety of the users.

5. Retail Management

- Ensure necessary retail stock and other administrative and small items are maintained at appropriate levels, including performing a monthly retail stock take.

6. Management of Equipment

- Organize repairs to equipment.
- Replace/repair small items.
- Make recommendations to the Manager on the purchase or disposal of equipment.

7. Leadership

- Model appropriate professional behavior and team participation for the staff
- Cultivate a positive attitude toward work
- Raise the quality and productivity of communication with customers, both internal and external.
- Assist Manager with the identification of ongoing resource needs for the fitness team.

8. Fitness Instruction

- Running all aspects of the gym when rostered on including reception, sales, retail, cleaning and supervising the facility.
- Ensure the gym is a friendly and welcoming place to exercise.
- Train and assist clients as required.
- Complete and contribute to projects as set by the Manager.
- Comply with Fitness NZ Code of Ethics
- Complete daily maintenance tasks.

9. Sport Coordination

- Work in cooperation with the Recreation Manager to deliver a variety of sport activities and programmes directed at student participation.

PERSON SPECIFICATION

Qualifications:

Diploma or BA in Sport & Exercise or Fitness Prescription desirable.

Current First Aid Certificate essential

NZQA Approved Level 3 Certificate in Fitness (Exercise Consultant), or equivalent is useful but not essential.

REPs Registration under 'Personal Trainer' level if the candidate wishes to undertake Personal Training.

Attributes and Skills:

- A high standard of personal integrity, discretion and tact, maintaining confidentiality
- Good problem solving and analytical skills
- Ability to work as part of a team.
- Aptitude for identifying opportunities for improving performance
- Good working knowledge of the MS Office products
- Excellent communicator (at all levels)

Conditions of Employment

- This is a fixed term contract with a duration of nine months only.
- The start date for the successful applicant will be Wednesday 6th January 2016.
- The successful applicant will be required to work 37.5 hours per week on a fixed fortnightly roster. The hours of work vary and include the opening, closing, and in some instances sole-charge of the facilities. The set shifts are as follows:

Week 1	Mon 6:00am-1:30pm	Tue 6:00am-1:30pm	Wed 6:00am-1:30pm	Thu 6:00am-1:30pm	Fri 6:00am-1:30pm	Sat	Sun
Week 2	Mon 6:00am-1:30pm	Tue 1:30pm-9:00pm	Wed 1:30pm-9:00pm	Thu 1:30pm-9:00pm	Fri 1:30pm-9:00pm	Sat	Sun

- Remuneration for this role is \$18.00-\$20.00 per hour, depending on experience.
- The successful applicant will be permitted to work with clients providing exercise prescription and instruction if they possess a NZQA approved Level 3 Certificate in Fitness (Exercise Consultant), or equivalent; however training will be provided for the right applicant.
- The successful applicant will be able to undertake Personal Training if, and only when they gain REPs (New Zealand Register of Exercise Professionals) registration at the level of 'Personal Trainer'.

EMPLOYMENT TIMELINE

Wednesday 9th December – Applications Close

Wednesday 9th- Thursday 10th December – Candidates reviewed and selected, interviews arranged.

Friday 11th, Monday 14th December – Interviews completed, reference check begins.
Tuesday 15th December – Final references checked, position offered.
Wednesday 16th December - Position accepted
Thursday 17th December – Position signed off by Campus Operations Manager.
Wednesday 6th January 2016 – Employment commences.

To apply for this position, please fill out the online application form here -
<http://goo.gl/forms/YVku0fNGbe>