



JOB DESCRIPTION

Job Title:	Fitness Instructor
Department:	Sport & Recreation Services
Campus/Location:	Wellington
Responsible to:	Gym Manager, Recreation Manager

Purpose Statement: To provide outstanding customer service on the gym floor through a high level of interaction and communication with members. Provide administrative and customer service support at reception.

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. 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
- 2. Assist in maintaining the facility**
 - Ensure that facilities and equipment meet with Health and Safety requirements.
 - Complete daily maintenance tasks.
- 3. Reception Duties**
 - Welcoming all users to the gym and checking user memberships.
 - Providing a friendly, proactive, efficient and accurate front line service for: the sale of memberships, drinks and food; the hire of equipment; and the enrolling of clients/teams in recreation programme classes and social leagues.

- Management of Clubware bookings calendar to ensure client bookings are made only when there are sufficient staffing levels to cover reception duties.
- Taking counter and telephone enquiries and providing accurate information to clients on all aspects of the Fitness and Recreation Centre's facilities and services.
- Manage enquiries, bookings, and invoicing for the Sport and Exercise facility
- Dealing with membership cancellations, transfers, holds.
- Ensure phone voice messages are responded to quickly.
- Promote upcoming events to members and casual users of the facility.
- Be familiar with emergency and accident procedures. Document and fill out proper forms or reports.
- Coordination of the daily and bi-weekly banking duties of the facility.
- Completing other administrative tasks as required

4. Team player

- Contribute to a positive team experience within the recreation team

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.

Experience:

- Experience in customer service.
- Experience in marketing and electronic communications

Attributes and Skills:

- A high standard of personal integrity, discretion and tact, maintaining confidentiality
- Good problem solving and analytical skills
- Ability to handle pressure
- Aptitude for identifying opportunities for improving performance
- Good working knowledge of the MS Office products
- Excellent communicator (at all levels)
- Team player

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 12:00pm- 7:00pm	Tue 1:30pm- 9:00pm	Wed 1:30pm- 9:00pm	Thu 1:30pm- 9:00pm	Fri 1:30pm- 9:00pm	Sat	Sun 9:00am- 5:00pm
Week 2	Mon	Tue 6:00am- 1:30pm	Wed 6:00am- 1:30pm	Thu 6:00am- 1:30pm	Fri 6:00am- 1:30pm	Sat	Sun

- Remuneration for this role is set at \$16.00-\$18.00 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>