

Position Description

Position Title	Gym Instructor
Directorate	Community Development
Business Unit/s	Recreation & Leisure Services
Reports to	Senior Health & Fitness Officer
Classification	Level 2 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg, and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged, and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling’s core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to the Senior Health & Fitness Officer.

Business Unit Objective

To provide and facilitate a wide range of sport, recreation, and healthy lifestyle opportunities for the community through the delivery of strategic infrastructure planning, facility management, club development, beach services and leisure programming.

Position Overview

To provide high quality, results focused and professional gym instructing to people of all ages and abilities through supervising patrons, conducting fitness appraisals, and designing programs to suit individual customer's needs. Work within Stirling Leisure Centres Health & Fitness team to provide excellent customer service and attend to customer needs and sales as required.

Position Objectives

- Conduct fitness appraisals using industry best practice methods and design effective individualised exercise programs for members.
- Provide and maintain excellent customer service and assist customers with general centre enquiries (walk-in and phone).
- Engage with gym members encouraging regular fitness appraisal and enforcing centre conditions of entry.
- Conduct gym circuit sessions with small groups of members as required on shift.
- Provide instruction to customers in safe and effective exercise technique and use of fitness centre equipment.
- Maintain all areas and equipment in the Health & Fitness Centre to a clean, safe and high standard.
- Develop a good rapport with members and other centre users and identify and progress opportunities to develop Personal Trainer customer base during gym instructor shifts.
- Exercise duty of care understanding the need of the client to work in a safe and efficient manner.
- Adhere to the City's cash handling guidelines relating to revenue collection, receipt reconciliation and customer service sales.
- Deliver programs or services including promotional initiatives whilst on shift as required.
- Comply with Workplace Health and Safety requirements and identify opportunities to improve for the team.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
AusActive Registration or an industry recognised equivalent.	Essential
Certificate IV in Health & Fitness (or equivalent tertiary qualification).	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Working with Children Check.	Essential
Current Perform First Aid Certificate.	Essential
Current CPR Certificate.	Essential
Knowledge, Skills, Experience & Abilities	
Well-developed interpersonal skills including the ability to liaise effectively with internal and external customers.	Essential
Ability to understand and interpret the customer needs to accurately respond to customer queries to in a timely manner.	Essential
Experience in the recreation or fitness industry.	Essential
Experience in conducting appraisals.	Desirable
Experience in fitness programming.	Desirable
Experience in conducting group fitness classes.	Desirable
Good team working and customer service skills.	Essential
Basic skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date	Officer	Service Lead Recreation and Leisure
	1 September 2023		