

Position Title	Fitness Centre Customer Service Attendant
Group/Portfolio	Corporate Services
Classification	Fitness Industry Award Level 3
Reports To	Manager, Nathan Fitness Centre
Employment Type	Casual

1.0 Position Purpose

The position of Fitness Centre Customer Service Attendant is required to be at the forefront of the Nathan Fitness Centre team, acting as the first point of contact for the Centre and the services it provides. The Customer Service Attendant plays a key role in the day-to-day operations of the Centre, engaging with and providing excellent customer service to members and visitors via face-to-face, phone and email communications. The position serves an important role in providing a safe and enjoyable environment for patrons as well as providing support to the Nathan Fitness Centre Manager via administrative and additional duties.

2.0 Eligibility Requirements

- Current Provide First Aid Certificate
- Current CPR Certificate
- Positive and current Blue Card
- Certificate III and IV in Fitness (desirable but not essential)

3.0 Key Responsibilities

- Provide excellent customer service to facility patrons, responding effectively and in a timely manner to all enquiries regarding operations and services of the fitness and recreation facilities managed from the Nathan Fitness Centre
- Day-to-day operations including membership and personal training sales, facility bookings, inventory, reporting and other administrative tasks, as assigned
- Complete opening and closing duties for the facility, along with additional tasks as assigned by the Nathan Fitness Centre Manager
- Provision of first aid and emergency response, including facility evacuations, with the ability to respond to problems as they arise
- Contribute to the safe operations of the facilities through cleaning and

maintenance tasks, ensuring facilities are presented to the highest operational standard

- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).