



## **ADELAIDE UNIVERSITY FITNESS HUB**

# Fitness Instruction and Receptionist

## Position Description

TITLE:	Fitness Instructor and Receptionist
REPORTS TO:	Gym Manager
DIRECT REPORTS:	Nil
CLASSIFICATION:	Fitness Industry Award 2010
POSITION STATUS:	Casual
LOCATION:	The Fitness Hub - University of Adelaide - North Terrace / Waite / Roseworthy

### **ORGANISATIONAL CONTEXT**

Established in 1896, Adelaide University Sport, although administratively autonomous, is directly affiliated with the University of Adelaide and has been incorporated in its own right since 1979. Adelaide University Sport helps students and the wider community access an extensive range of sporting facilities and an eclectic mix of almost 40 sporting clubs and three on campus gyms. Adelaide University Sport also hosts a number of events and activities throughout the year, ranging from social activities through to competitive events.

At Adelaide University Sport we actively promote a life and study balance through the healthy body; healthy mind nexus. Keeping in line with the University of Adelaide ideologies, we also endeavour to instil a sense of pride within our members and the community, which is evident through our focus on: Play for fun, Play to win and Play with pride. The Adelaide University Sport Clubs help us to deliver this

message by providing participants with a sense of community, promoting leadership and encouraging excellence.

**PURPOSE OF THE POSITION**

Fitness Instructor – Provide a safe & customer centric approach to Instructing.

Receptionist – Provide exceptional customer service, sales and administration skills.

Contribute to the successful operation of the Fitness Hub.

**SCOPE OF THE POSITION**

Fitness Instructing: To induct new members, support existing gym members with the safe and correct use of equipment. Build a client base of All Access members going through Health Planning & Personal Training clients.

Customer Service: Deliver exceptional customer service to members, students and internal/external customers.

Sales: Assist with retail and membership sales.

Administration: Responsible for secretarial and administrative support generally and participation in miscellaneous activities, programs and service delivery as requested.

**KEY RESULT AREAS AND RESPONSIBILITIES**

KEY RESULT AREAS	RESPONSIBILITIES
FITNESS INSTRUCTING	Induct new members following the Induction Part B.  Instruct new and existing members on how to use equipment safely, correct technique where needed.  Develop a database of All Access members who are going through Health Planning.  Ensure you follow the procedure on Health Planning.  Develop a database of Personal Training clients.  Group fitness back up as required
CUSTOMER SERVICE	Deliver exceptional and professional service to members, students and internal/external customers by identifying, responding to and meeting their needs.  Develop and maintain positive and strong working relationships both internal and external.  Ensure customer service standards and procedures are followed.

	<p>Provide courteous, prompt and polite service.</p> <p>Operate reception-counter and provide professional telephone service.</p> <p>Provide advice and assistance to staff and members.</p>
ADMINISTRATION & FINANCE	<p>Assist with carrying out opening and closing procedures as required.</p> <p>Assisting with ad-hoc administrative tasks, as required.</p> <p>Responsible for following administrative procedures.</p> <p>Maintain relevant spreadsheets, as required.</p> <p>Track income and ensure end of day reporting is consistent with daily takings.</p> <p>Newsletter mailing lists, IT requests, maintenance requests, building access requests etc</p>
PARTICIPATION IN A POSITIVE CULTURE	<p>Attend regular staff meetings as scheduled.</p> <p>Provide written reports as requested.</p> <p>Voice views and concerns in a constructive manner.</p> <p>Participate in quality improvement and training and development activities.</p>
OHS&W	<p>Ensure that the work environment and work practices adopted lead to good health and safety performance.</p> <p>This involves compliance with all relevant OHSW Legislation, Codes of Practice Standards, Policies, Operating Procedures and work instructions and being actively involved in Fitness Hub OHSW systems and procedures.</p> <p>In particular all staff must:-</p> <p>Notify hazards incidents, accidents and injuries</p> <p>Use plant and equipment in a safe manner</p> <p>Actively participate in appropriate OHSW training</p> <p>Do nothing which puts themselves or others at risk of injury, or condone this behaviour in others.</p>
ADMINISTRATION / PAYROLL / FINANCE	<p>Cover out admin tasks as requested.</p> <p>Responsible for carrying out and following admin tasks as requested.</p> <p>Maintain a clean, organised, and prepared reception.</p> <p>Order / organise needed stock.</p> <p>Ensure Ezidebit is up to date and all direct debit procedures are being followed.</p> <p>Contact all Direct Debit debtors and attempt to recover monies.</p> <p>Check End of Day takings and correct mistakes where needed.</p>

	<p>Prepare and complete weekly and End of Month banking and relevant spreadsheets.</p> <p>Follow finance procedures in line with auditor's requirements.</p> <p>Check timesheets weekly and fortnightly against rosters and MindBody.</p>
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**SELECTION CRITERIA**

**SKILLS**

- Ability to manage a varied workload without supervision
- Ability to determine priorities and meet deadlines
- Ability to use initiative to develop and implement solutions.
- Ability to set priorities and respond to changing circumstances.
- Ability to anticipate needs and be proactive.
- Effective time management and organisational skills.
- Outstanding customer service skills and understanding of customer service principles.

**EXPERIENCE & KNOWLEDGE**

- Experience of Gym Instructing, writing gym programs and correcting technique.
- Experience in a customer service role.

**PERSONAL ATTRIBUTES**

- Ability to listen
- Positive attitude
- Ability to present views clearly
- Ability to plan ahead
- Ability to maintain positive relationships with others

**QUALIFICATIONS, EDUCATION, AND LICENSES**

- Certificate 3 in Fitness
- Relevant experience and/or post-secondary qualifications in administration (ie. Certificate or Diploma level)

**DESIRABLE**

- Group Fitness Qualifications are desirable.