



## **ADELAIDE UNIVERSITY FITNESS HUB**

# Personal Trainer

## Position Description

TITLE:	PERSONAL TRAINER
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

Personal Trainer- Create and sustain a Personal Training client base.

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 members going through Health Planning process.

Personal Training: Create and maintain a client base taking 4 – 5 sessions per week.

Customer Service: Deliver a customer centric approach to customer service. Deliver this to members, enquirers and internal / external relations.

Sales: Be the leading staff member setting the standard on how to sell the membership. Create all

## KEY RESULT AREAS AND RESPONSIBILITIES

KEY RESULT AREAS	RESPONSIBILITIES
PERSONAL TRAINING	<p>Help create Personal Training culture within the gym.</p> <p>Create &amp; sustain a client base.</p> <p>Promote good work practices by correcting behaviour and techniques in your sessions and those using the facility.</p> <p>Professionalism at all times.</p> <p>Contact leads within 24 hours.</p> <p>Ensure all clients complete the relevant paperwork and pay prior to every session.</p>
FITNESS INSTRUCTING	<p>Carry out thorough hourly checks in each area.</p> <p>Correct techniques as you carry out hourly checks, attempt to help at least one person per hour.</p> <p>Induct new members following the Induction Part B.</p> <p>Instruct new and existing members on how to use equipment safely, correct technique where needed.</p> <p>Develop a database of All Access members who are going through Health Planning.</p> <p>Ensure you follow the procedure on Health Planning.</p> <p>Follow the shift procedure for a Fitness instructor.</p>

CUSTOMER SERVICE	<p>Deliver exceptional customer service. Acknowledge every member and build rapport with existing members.</p> <p>Develop and maintain positive and strong working relationships both internal and external relations.</p> <p>Ensure customer service standards and procedures are followed, report failures to the Gym Manager.</p> <p>Provide courteous, prompt and polite service.</p> <p>Carry out opening and closing procedures.</p> <p>Prepare monthly member challenges and member of the month details.</p> <p>Ensure all contractors report to reception.</p>
MEMBERSHIP AND SALES	<p>Lead by example with sales approach.</p> <p>Tour all enquiries, present and upsell the most expensive membership.</p> <p>Track and record all enquiries, sales, attendances and other relevant statistics daily following the relevant procedures.</p> <p>Ensure the access pass procedures are being adhered to for Waite and Roseworthy campus gyms.</p> <p>Ensure all members details and photos are in Mindbody and Net2.</p> <p>Ensure Direct Debit member's profiles are up to date with their payment details and debts outstanding. Follow the relevant procedure for Direct Debit debtors.</p>
PARTICIPATION IN A POSITIVE CULTURE	<p>Attend regular staff meetings as scheduled.</p> <p>Voice views and concerns in a constructive manner.</p> <p>Participate in quality improvement and training and development activities.</p> <p>Follow all staff procedures in regards to availability, sickness, mobile phones, etc.</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> <ul style="list-style-type: none"> <li>Notify hazards incidents, accidents and injuries</li> <li>Use plant and equipment in a safe manner</li> <li>Actively participate in appropriate OHSW training</li> <li>Do nothing which puts themselves or others at risk of injury, or condone this behaviour in others.</li> </ul>

## **SELECTION CRITERIA**

### SKILLS

Ability to create & develop a culture

Ability to identify the needs of gym users

Ability to create and develop gym programs

Ability to engage gym users

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**

### ESSENTIAL

Certificate 4 in Fitness

Valid Fitness Australia Registration, First Aid and CPR.

### DESIRABLE

Group Fitness Qualifications are desirable.