

University Recreation and Aquatic Centre Ltd.
POSITION DESCRIPTION



Position Title: Senior Health and Fitness Instructor

Level: 1/2 Step 3 (Pro rata on \$39, 488 + superannuation)

Permanent Part Time: 20hr

Monday: 5-9pm	Tuesday: 5-9pm	Wednesday: 5-9pm	Thursday: 5-9pm	Sunday: 9-1pm
----------------------	-----------------------	-------------------------	------------------------	----------------------

Faculty/Division: URAC

Department/Location: Building 13, URAC

Primary purpose of the position:

The Health and Fitness Instructor is responsible for meeting the needs of our members and guests of URAC through delivery of specialized health and fitness services and superior customer service.

Specific tasks of the Senior Health and Fitness Instructor include the supervision of the weights, cardio and stretching room. Engagement and interaction with all members is a priority as is ensuring members are exercising safely and effectively. Exercise programming, Fitness testing, Personal Training and Exercise Screening are essential technical tasks performed.

Working with other H&F staff in designing and delivering quality programs to members and ensuring evaluations are conducted on completion of the program.

The position requires a positive role model for casual staff by setting a standard of excellence in customer service and member engagement and will be assisting in the training and development of casual staff.

Providing assistance to the Group Exercise Coordinator in maintaining a high quality service for both participants and instructors.

Major Responsibilities:

Tasks: (20 hrs)	Outcome	Percentage of time
1. Supervision of the weights, cardio & stretching rooms including providing excellent customer service & advice on exercise and safety; conducting centre tours and ensuring compliance with centre rules. Conduct Exercise prescription and fitness assessments for normal/healthy populations.	Client safety as a priority, a high level of customer engagement resulting in high levels of customer satisfaction; and compliance with URAC Code of Conduct.	60%
2. Delivery of Lifestyle Program sessions, information seminars for members and assistance to the Lifestyles Program Coordinator	Provide a consistent level of service to all participants in lifestyle programs.	25%
3. Assist the Group Exercise Coordinator in maintaining a high quality service for group exercise participants and instructors	Studios are well maintained, equipment is fully functioning and instructors and participants are well informed	10%
4. Other relevant duties as directed by H&F Manager		5%

Tasks	Outcome	Percentage of Time
Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document	To ensure a safe working environment for self & others.	Ongoing

Reporting Relationships:

Position Reports to:

Health & Fitness Manager

Other Key Contacts:

Permanent H&F team members, Facilities and Customer Service Managers

Knowledge & Skills:

Essential:

- A demonstrated ability to provide superior customer service
- Experienced in Personal Training , Exercise screening, Exercise prescription and Fitness testing
- Ability to problem-solve and work within in a team environment in a busy health & leisure centre
- Have an interest in, or currently teaching group exercise

Education and Experience:

Essential:

- Certificate IV in Fitness
- Current registration with FitnessAustralia
- Current CPR and First Aid
- A minimum of 2 years experience in a Health and Fitness organisation
- Experience in providing superior customer service
- Experience interacting with people from a wide variety of cultural backgrounds.

Personal Attributes:

- Passionate about promoting health and fitness to URAC patrons
- The ability to multi-task and prioritise work demands
- A strong team work ethic
- Able to lift up to 25 kilograms

Special Job Requirements:

URAC's operations are subject to seasonality and rostered hours may change to meet the demands of the facility and our members.

Approval:

Approval by Head of Unit: _____ Date: _____

Approval by Executive Director
 _____ Date: _____