



CITY OF ALBANY POSITION DESCRIPTION GROUP FITNESS INSTRUCTOR

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Group Fitness Instructor	<pre>graph TD; A[Commercial Services Coordinator] --> B[Health & Fitness Supervisor]; B --> C[Group Fitness Instructor];</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023	
DIRECTORATE: Community Services	
REPORTS TO: Commercial Services Coordinator RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The group exercise instructor supervises and delivers quality group fitness programs for Albany Leisure and Aquatics Centre patrons in accordance with policies and guidelines.

This position ensures that the programs are safe for patrons and that they are professionally delivered in accordance with program requirements.

4. KEY RESPONSIBILITIES

Group Fitness

- Develop and foster a club culture amongst members and guests and promote other fitness and recreation activities within ALAC.
- Ensures safety of members and guests, particularly in their use of group exercise equipment.
- Exercise judgement over the behaviour of members and guests ensuring that they do not place themselves or others at risk.
- Determines appropriate use of group exercise equipment.
- Supervises and delivers group fitness programs.
- Provides direction to members and guests.
- Promoting products/services and responding to requests for information.
- Comply with Occupational Health and Safety legislation and promote safe work practices.
- Report major and minor issues concerning members and guests or the facility to the Commercial Services Coordinator.
- When classes have been cancelled/finished early, tasks will be assigned by the Commercial Services Coordinator.

Interpersonal Skills/Customer Service

- Promote excellent customer service skills in accordance with the City of Albany's customer service charter.
- Foster, advocate and implement the City of Albany's customer service commitment and practices.
- Assist the Commercial Services Coordinator to develop business relationships with clients and stakeholders.
- Conduct customer care tasks, handle enquiries and follow up calls with the Centres clients as needed.
- Strive for continuous improvement in the workplace and excellence in customer service.
- Ensure a safe and well-presented facility is provided at all times to all clients.
- Provide confidential and professional administrative support to the Commercial Services Coordinator.
- Assist and inform the public, in relation to services offered by the Leisure & Aquatic Centre and direct those requiring additional information to the appropriate persons.
- Receive feedback, handle customer complaints and compliments as per policy / procedure / process.
- To provide excellent customer service to all participants prior, during and after classes.
- Adhere to City policies and procedures when communicating with customers and staff.
- Provide a professional public image and maintain a safe, informative and friendly club environment.
- Provide advice to members and guests and refer specific inquiries to the appropriate Manager, Coordinator or Duty Manager.

Occupational Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with OH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Skills

- Excellent written and verbal communication skills.
- Excellent organisation and time management skills.
- Experience in supervising small and large groups in a group exercise studio setting.
- Strong customer service orientation.
- Ability to work in a team and help foster team goals.
- Ability to promote key programs conducted by ALAC and make appropriate recommendations and referrals as necessary.
- Ability to convey instructions and information to members and guests.
- Highly developed and proven interpersonal, communication and influencing skills with particular abilities in delivering group fitness programs.
- Strict respect of confidentiality of any information obtained from any member or customer or regarding any operational matters within the City of Albany.

Knowledge

- Knowledge and experience in the delivery of group exercise.
- Knowledge of general health and fitness methodologies.
- Maintain and update knowledge through attendance at professional development courses.
- Knowledge of rules, regulations and guidelines in relation to conducting gymnasium and fitness activities.

Experience and Qualifications

- Relevant Class Certification.
- Relevant tertiary level qualification in Health and Fitness and/or relevant work experience.
- Experience in managing members and guests in a dynamic health and fitness environment.
- Experience in delivery of group exercise programs.
- Experience in a customer service environment.
- Experience within the leisure industry.
- Current Senior First Aid Certificate.
- Current CPR Certificate.
- Current Police Clearance.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____