

### POSITION DETAILS

<b>TITLE</b>	Fitness Instructor
<b>REPORTS TO</b>	Team Leader Fitness
<b>LOCATION</b>	Whakatāne Aquatics & Fitness Centre, 28 Short Street, Whakatāne
<b>DATE</b>	December 2023
<b>DIRECT REPORTS</b>	Nil
<b>FINANCIAL DELEGATION</b>	Nil

### PURPOSE OF POSITION

To provide safe & effective exercise instruction and programming within the facility. Ensuring excellent customer service is provided to users with correct exercise techniques in a safe and professional manner.

### KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
<b>VALUES</b>	The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
<b>OPERATIONAL RESPONSIBILITIES</b>	<p>Providing safe &amp; effective exercise instruction to users of the Whakatane Aquatic Centre fitness facility</p> <p>New membership sales and current member care</p> <p>Assisting management to develop, implement and promote health &amp; fitness services within the community.</p> <p>Promoting fitness facilities and programs provided by the council.</p> <p>To ensure customer service excellence</p>
<b>FITNESS INSTRUCTION AND ADMINISTRATION</b>	<p>Instruct and correct exercise technique of users</p> <p>Maintain that all equipment and areas of the facility are kept safe &amp; clean</p> <p>Facility walking/talking &amp; helping with member and customer queries</p> <p>Designs &amp; instructs exercise programs to suit individuals, groups, teams or classes</p> <p>Accurately maintains &amp; completes exercise programs for users</p> <p>Provide continuous excellent customer service</p> <p>Relieves reception staff during breaks</p> <p>Answers incoming phone calls in a timely and polite manner</p> <p>Attends to customers' needs quickly and efficiently</p>

	<p>Communicates clearly and effectively with members and other staff</p> <p>Displays positive and professional attitude at all times</p> <p>Is empathetic towards customer needs</p> <p>Adhere to all council Policies and Procedures</p> <p>Completes all set tasks for the daily operations and running of the gym</p> <p>Completes daily/weekly task and returns the list to the facility manager at week end</p> <p>Follows all directives reasonably requested</p> <p>Attends all meetings &amp; training requested and paid for by the council</p>
<b>HEALTH, SAFETY AND WELLBEING</b>	<p>Act as part of the lifeguarding team by preventing and responding to emergency situations</p> <p>Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Appropriate protective / safety clothing is worn as required.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Senior Health, Safety &amp; Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
<b>ADDITIONAL DUTIES</b>	<p>Attend relevant training as required to ensure all qualifications to meet regulations required for delivery of the role are obtained.</p> <p>Assist with Emergency events as instructed</p> <p>Complete duties that may be required, as appropriate, to ensure completion of priority work.</p>

### KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> <li>▪ Members</li> <li>▪ Contractors</li> <li>▪ General Public</li> <li>▪ Operational suppliers</li> <li>▪ Other customers and key stakeholders, as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council elected members</li> <li>▪ All staff</li> </ul>

### PERSON SPECIFICATION

<b>QUALIFICATIONS</b>	Qualification in Fitness Instruction (eg. REP's certified)
<b>SKILLS</b>	<p>Passionate about providing excellence in all areas of fitness and health</p> <p>Previous experience in a customer service position and in the fitness industry</p> <p>Competent in the use of Microsoft Office applications and confident using a computer</p> <p>Confident and competent swimmer</p>
<b>HEALTH AND EXPERIENCE</b>	<p>Demonstrated previous experience in Local Government, customer service and Aquatic &amp; Recreation positions.</p> <p>Demonstrated understanding of Aquatic &amp; Recreation environments and the importance of strong customer service standards to all stakeholders.</p> <p>Physically fitness with no current or previous medical conditions which would impact on the ability to effectively and efficiently perform the duties described in this job description.</p>
<b>KNOWLEDGE, SKILLS AND ATTRIBUTES</b>	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>
<b>OVERALL</b>	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Is willing to work overtime and weekends should this be required.</p> <p>Full current drivers licence.</p> <p>No Police record as per Vulnerable Children's Act 2014</p>

I, \_\_\_\_\_ agree and accept the duties and responsibilities captured in this position description.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date



## OUR VISION AND VALUES

*Tō tātau matakitenga  
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

 **Better Together**  
**Toitū te Kotahitanga**

WHAKATĀUKI

Hūtia te rito o te harakeke,  
kei hea te kōmako e kō, kī mai ki ahau.  
He aha te mea nui o te ao, māku e kī atu,  
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where  
will the bellbird sing? If you ask me what is the  
most important thing in the world  
I will tell you, it is people, it is people, it is people.*

We put **people** at the  
**heart** of everything we do  
**Toitū te Tangata!**

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**  
**Toitū te Mahi Tah!**

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**  
and **improving**  
**Toitū te Taumata!**

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about  
our **environment**  
**Toitū te Taiao!**

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**  
and **proud**  
**Toitū te Mauri Ora!**

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together