

POSITION DETAILS

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| TITLE | Fitness Instructor |
| REPORTS TO | Team Leader Fitness |
| LOCATION | Whakatāne Aquatics & Fitness Centre, 28 Short Street, Whakatāne |
| DATE | December 2023 |
| DIRECT REPORTS | Nil |
| FINANCIAL DELEGATION | 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 |
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| VALUES | The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role. |
| OPERATIONAL RESPONSIBILITIES | <p>Providing safe & 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 & fitness services within the community.</p> <p>Promoting fitness facilities and programs provided by the council.</p> <p>To ensure customer service excellence</p> |
| FITNESS INSTRUCTION AND ADMINISTRATION | <p>Instruct and correct exercise technique of users</p> <p>Maintain that all equipment and areas of the facility are kept safe & clean</p> <p>Facility walking/talking & helping with member and customer queries</p> <p>Designs & instructs exercise programs to suit individuals, groups, teams or classes</p> <p>Accurately maintains & 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> |

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| | <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 & training requested and paid for by the council</p> |
| HEALTH, SAFETY AND WELLBEING | <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 & 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> |
| ADDITIONAL DUTIES | <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"> Members Contractors General Public Operational suppliers Other customers and key stakeholders, as appropriate | <ul style="list-style-type: none"> Council elected members All staff |

PERSON SPECIFICATION

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| QUALIFICATIONS | Qualification in Fitness Instruction (eg. REP's certified) |
| SKILLS | <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> |
| HEALTH AND EXPERIENCE | <p>Demonstrated previous experience in Local Government, customer service and Aquatic & Recreation positions.</p> <p>Demonstrated understanding of Aquatic & 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> |
| KNOWLEDGE, SKILLS AND ATTRIBUTES | <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> |
| OVERALL | <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 matakiteinga
me ngā wāriutanga*

OUR VISION *Ngā matakiteinga*

 **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 Tahi!

- 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