

# JOB DESCRIPTION

<b>Position:</b>	Group Fitness Instructor	<b>Department:</b>	Community Services
<b>Reports to:</b>	Programme Coordinator	<b>Date:</b>	November 2020
<b>Purpose of position</b>  To instruct a range of group fitness programmes and activities. To provide exceptional customer service by having a good knowledge of the aquatics and/or fitness function and maintaining a safe and enjoyable atmosphere for all users.			
<b>Key Accountability Areas</b>  <ol style="list-style-type: none"><li>1. Fitness Programme Instruction</li><li>2. Customer Service</li><li>3. Customer Supervision</li><li>4. Health and Safety</li><li>5. Civil Defence</li><li>6. Other Duties</li></ol>			
<b>Accountabilities</b>			
<b>1. Fitness Programme Instruction</b>  <b>Key Outcomes</b> <ul style="list-style-type: none"><li>• Teaches scheduled classes, beginning and ending on time; provides adequate warm-up, exercises, stretching, and cool down.</li><li>• Instructs patrons on effective workout methods; explains proper techniques, demonstrates exercises; identifies different muscle groups, and teaches appropriate methods to strengthen specific muscles.</li><li>• Prepares appropriate equipment, music, and handouts for each class.</li><li>• Ensures the facility is fit for purpose and clear of clutter before and after class.</li></ul> <b>Performance Indicators</b> <ul style="list-style-type: none"><li>• Strong retention of existing active members as well as growth of customer base in line with annual targets set in collaboration with Programme Coordinator.</li><li>• Positive feedback from users.</li></ul>			

## **2. Customer Service**

### **Key Outcomes**

- Maintain high standards of customer service and professional conduct.
- Greet all customers in a friendly and helpful manner and provide accurate information.
- Assist with the running of programmes and events and set up equipment used in conjunction with such events in a correct and safe manner.
- Actively encourage and promote group fitness classes and programmes to clients.
- Assist in the co-ordination and regulation of facility space by various user groups and ensure allocated areas are clearly demarcated and marked with signage.
- Assist and rectify where possible clients' difficulties and queries.
- Assist with smooth running of the reception and daily office tasks.
- Maintain a tidy and welcoming facility, including cleaning of the facility.
- Incoming telephone calls are answered promptly.
- Customer complaints are handled in a polite manner, recorded and passed on to the appropriate channels.
- Ensure the facility is presented professionally.
- Provide customers with the information and services in a consistent and professional manner so that Council is held in high regard.
- Accept and receipt monies from customers and process in accordance with Council's procedures.
- "Add value" when responding to customer enquiries by informing customers of other related or applicable services provided by Council, if appropriate.
- Provide quality customer service meeting aquatic services user satisfaction.

### **Performance Indicators**

- Professional public image is displayed at all times including appropriate language used, uniform worn correctly and professional general presentation of the facility.
- Available and responsive to customers and their enquiries with the majority of requests responded to within a timely manner and resolved first time. Users are satisfied with the service.
- All cash receipting procedures are applied with 100% accuracy at all times.
- Comply with Council's confidentiality policies at all times.
- All service requests are logged, monitored and escalated as per agreed timeframes and followed through in a manner that creates resolution.
- Processes are completed to the satisfaction of external customers and stakeholders including booking of the facility.
- Error rate not to exceed 2% of all transactions.
- Compliance with Council's Fees and Charges.

## **3. Customer Supervision**

### **Key Outcomes**

- Supervise facility users in accordance with the centre's Operating Procedures and relevant training manuals.
- Ensure the behaviour of all customers is conducive to the provision of a safe and enjoyable leisure experience.
- Practice incident prevention.
- Ensure all incidents are responded to with urgency.
- Monitor pool traffic to ensure patrons are using the correct area for desired activity, optimising allocation and control of pool and facility space.

### **Performance Indicators**

- Overall pool and facility space is utilised safely.
- Customer behaviour is controlled and inappropriate behaviour is eliminated immediately.
- Incidents are constantly reviewed and action plans to reduce incidents occurring again are put in place.
- Serious incidents are avoided as a result of prevention.

#### 4. Health & Safety

*Health and Safety is the responsibility of everyone in the workplace. Council operates under the belief that all incidents/near misses are preventable. Staff are required to comply with all health and safety requirements, and ensure it is maintained through safe work procedures.*

##### Key Outcomes

- Identify workplace hazards and risks ensuring they are managed in accordance with Stratford District Council and statutory requirements, including recording on Hazard/Risk register with regular reviews and these are reported to the Health and Safety committee
- Participate and follow all health and safety procedures and initiatives.
- Adhere at all times to the Stratford District Council Health and Safety policies and procedures to ensure staff and customer safety.
- Issues are reported to management.

##### Performance Indicators

- Appropriate procedures are followed.
- Accidents and incidents are recorded in a timely manner in accordance with Stratford District Council requirements.
- Accidents and incidents are minimised and total numbers are within target as stated in the Long Term Plan.
- Accident/Incident register is kept up to date and is regularly reviewed.

#### 5. Civil Defence

##### Key Outcomes

- Assist in providing Civil Defence functions and/or maintain the provision of essential services in emergency management events, including effective community engagement.

##### Performance Indicators

- Assigned Civil Defence duties are completed.
- Participation in organisation Civil Defence drills.

#### 6. Other Duties

##### Key Outcomes

- Record management responsibilities are undertaken as outlined in Council's Information Management Policy.
- Processes are recorded and updated as needed.

Together with such other duties as may from time to time be reasonably assigned and communicated to the **employee** by the **employer**.

#### Discretionary Decision Making

As per Council's Delegation's Policy.

#### Principle Relationships

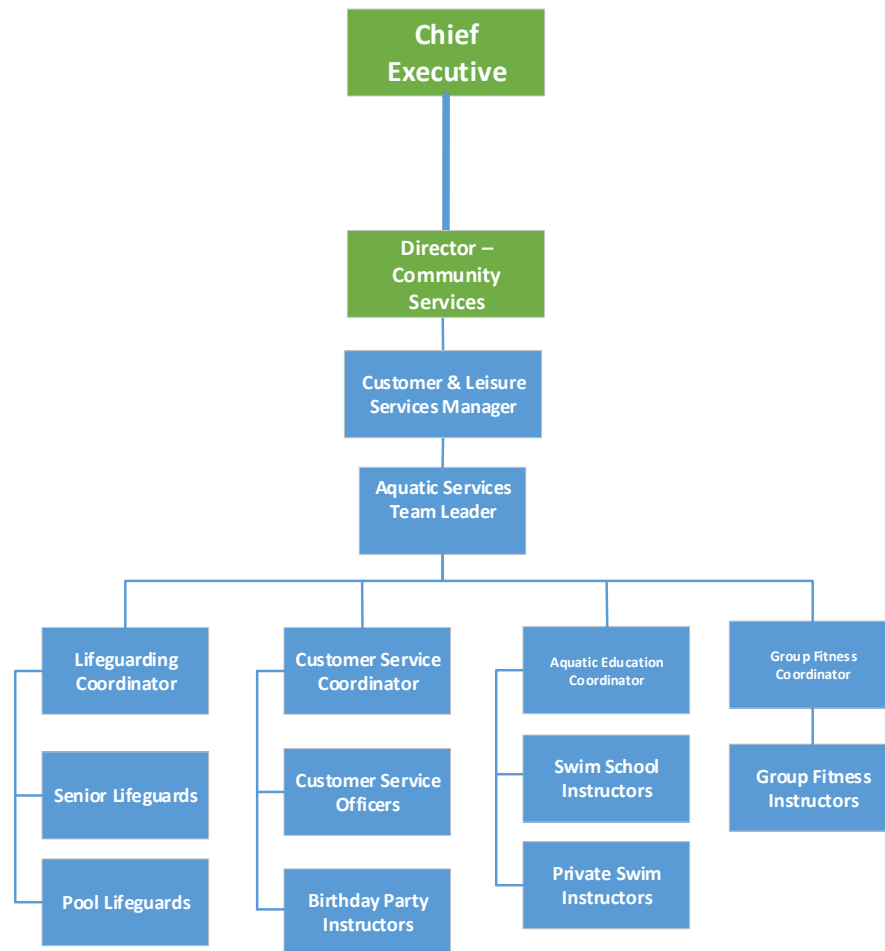
##### Internal

Existing and new staff  
Council staff

##### External

Customers  
Training Providers

## Structure Chart



## Ideal Person Specification

### Education/Qualifications

- PLSA (Pool Lifeguard Skills Award) (preferred)
- PLPC (Pool Lifeguard Practicing Certificate) (preferred)
- Comprehensive First Aid (required)
- New Zealand Certificate in Pre-Choreographed Group Exercise L3 or Equivalent Fitness Qualification

### Job Knowledge

- Two years Group Fitness instruction experience preferable
- Coaching and Training experience – provides feedback on a regular basis in a manner to improve the employee's performance. Has facilitated training for one-to-one training and group sessions
- Te Ao Māori – Understand Council's responsibilities under the Treaty of Waitangi and be respectful of Te Ao Māori practices.

**Key Competencies**

- Customer Focus - at all times applies excellent customer service principles in dealing with internal and external customers and staff.
- Communication – communicates clearly and concisely with strong commitment to partnering relationships with customers, contractors, stakeholders and community.
- Management Skills – Financial management and control of operational budgets. Supervision of patrons, staff training and rosters. Proven ability to engender confidence, enthusiasm and motivate staff to achieve their results.
- Organising – can manage multiple activities at once to accomplish a goal and can marshal resources to get things done. A self starter who is methodical and well organised.
- Teamwork - demonstrates an ability to work well in a team.
- Communication skills: Expresses ideas and information effectively. Actively listens, drawing out information and checking understanding.
- Good staff management / leadership skills including the ability to assist in recruitment, coach and train staff– providing feedback on a regular basis in a manner to improve the employee's performance
- High work standards: Pays attention to detail and initiates self-checking procedures, ensures high levels of accuracy and consistent quality.
- Priority setting and planning: Sets objectives and goals. Values time and uses it effectively.
- Continuous improvement: Ability and desire to keep skills up to date
- Credibility and professional integrity: Ability to act in a manner that conveys high personal and professional standards, while engaging with a personable and approachable nature
- Good time management and organisational skills: Ability to multi-task and work to deadline
- Achievement oriented: Demonstrates motivation and perseverance to achieve results. Is proactive and displays initiative. Seeks challenges and establishes goals for self.
- Ability to work autonomously, as well as work as part of a team
- Ability to work independently across all cultures and ages
- Problem solving skills