

# DUTY PROFILES – CASUAL PROGRAMS, FITNESS AND SALES POSITIONS



POSITION	LEVEL	RESPONSIBILITIES	CAPABILITIES/REQUIREMENTS
<b>FITNESS INSTRUCTOR</b>	Level 3 VWGA	<p><b>FITNESS INSTRUCTION AND FITNESS APPRAISALS</b></p> <ul style="list-style-type: none"> <li>Supervises the gym floor including instruction to users on correct exercise techniques and equipment use.</li> <li>Provides high quality customer service through the assessment, development and delivery of individual fitness programs for Fitness Centre members including: <ul style="list-style-type: none"> <li>undertaking fitness appraisals assessing medical history and contra indications</li> <li>developing appropriate exercise programs</li> <li>conducting initial workouts of program</li> <li>following up for subsequent workouts and appraisals</li> </ul> </li> <li>Conducts follow up calls with members in line with member induction policy as directed by the Health and Fitness Supervisor.</li> <li>Liases with other health and fitness professionals.</li> <li>Assists in health and fitness research and promotion.</li> <li>Administers first aid as necessary.</li> <li>Assists and supervises work experience students.</li> </ul> <p><b>EQUIPMENT AND SAFETY</b></p> <ul style="list-style-type: none"> <li>Undertakes cleaning of equipment duties as per schedule.</li> <li>Maintains fitness equipment, including lubrication of machines and tightening of weights and organises repairs where required.</li> <li>Keeps accurate records of equipment maintenance, repairs and any servicing.</li> <li>Reports equipment to the H&amp;F Supervisor when equipment needs replacing, ensuring all equipment is fit for purpose and in safe working order.</li> <li>Ensures the equipment is operated safely at all times.</li> <li>Helps provide and maintain a safe and clean work environment for both staff and members.</li> <li>Follows health and safety procedures and completes incident/first aid report</li> <li>Corrects exercise techniques whilst supervising the gym floor.</li> </ul> <p><b>MEMBER RETENTION AND CUSTOMER SERVICE</b></p> <ul style="list-style-type: none"> <li>Opens and closes Fitness Centre (on applicable shifts) including: <ul style="list-style-type: none"> <li>making members feel welcome on entry to the Fitness Centre</li> <li>appraisal bookings and appointments</li> <li>turning on/off all fitness equipment, fans, music, computers</li> <li>returning free weights to weight racks.</li> </ul> </li> <li>Engages in strategies for membership retention, engagement and growth, including but not limited to: <ul style="list-style-type: none"> <li>Retention calls (at 7, 30 and 90 days)</li> <li>On boarding new members at point of sale, outlining programs and services available.</li> </ul> </li> <li>Promotes the sale of retail products and services such as Personal Training, Fit Club and Services and internal promotions as directed.</li> <li>Carries out general administrative responsibilities in the Fitness Centre.</li> <li>Educates members on the positive benefits of personal training.</li> <li>Assists the Health and Fitness Supervisor to mentor and train new and existing staff.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Takes care to protect one's own health and safety at work and that of others, by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> <li>Provides the Health and Fitness Supervisor with administration support with tasks including but not limited to statistics.</li> <li>Assists the Health and Fitness Supervisor with the rostering and Management of the Fitness and small group training staff.</li> <li>Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience working in a fitness centre as a gym instructor including conducting appraisals, designing training programs and providing guidance and feedback.</li> <li>Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.</li> <li>Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; Responds to diverse experiences and takes responsibility for delivering customer service.</li> <li>Certificate III in Fitness (SIS30315)</li> <li>Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent)</li> <li>Western Australian Working With Children Check</li> </ul>

<b>GROUP FITNESS INSTRUCTOR/TRAINER</b>	Level 8/9 VWGA	<ul style="list-style-type: none"> <li>Plans and delivers creative, safe, and effective group fitness and small group fitness classes.</li> <li>Monitors form, provide modifications, and prevent injuries.</li> <li>Creates an inclusive, energetic, and fun environment for all participants.</li> <li>Offers clear instructions and feedback on proper form.</li> <li>Set ups, maintains, and cleans class equipment.</li> <li>Builds rapport, and handles participant questions.</li> <li>Submits class numbers, manages schedules, and finds substitute instructors when needed.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> <li>Provides first aid as required.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience as a Group Fitness Instructor/Trainer</li> <li>Good communication and customer service skills</li> <li>Cert III in Fitness or GEL (Group Exercise Leader) (SIS30315)</li> <li>CPR Certificate (HLTAID001)</li> <li>First Aid (HLTAID003)</li> <li>Specific Program Group Fitness Certification*</li> </ul> <p>*Level 8 or 9 pay rate depends on the session being undertaken and the required qualification to lead that session.</p>
<b>KIDS GYMNASTICS INSTRUCTOR</b>	Level 3 VWGA	<p><b>KIDS GYMNASTICS PROGRAM</b></p> <ul style="list-style-type: none"> <li>Conducts gymnastics classes for different age groups and skill levels.</li> <li>Provides feedback to children and parents in relation to program participation and progress.</li> <li>Maintains equipment and ensures a clean and safe environment.</li> <li>Reports damaged equipment to the Kids Gym Supervisor.</li> <li>Encourages student participation and fosters a positive and inclusive atmosphere.</li> <li>Collaborates with other instructors and the Kids Gym Supervisor to enhance training programs.</li> <li>Distributes enrolment forms and certificates to children/gymnasts.</li> <li>Responds to customer queries and/or complaints and escalates to the Kids Gym Supervisor as required.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> <li>Ensures the safety of all students during training sessions.</li> <li>Provides first aid as required.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>Prior experience coaching gymnastics or other children’s sporting activities.</li> <li>A positive and proactive approach.</li> <li>Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li> <li>CPR Certificate</li> <li>Working with Children Check</li> </ul>
<b>KIDS GYMNASTICS SUPERVISOR</b>	Level 5 VWGA	<p><u>In addition to the responsibilities of a Kids Gymnastics Instructor:</u></p> <p><b>PROGRAMMING AND ADMINISTRATION</b></p> <ul style="list-style-type: none"> <li>Assists in the development and review of programs, lesson plans, timetabling, policies and procedures to ensure effective and safe operations of the Kids Gymnastics programs.</li> <li>Ensures the correct set-up and breakdown of activities.</li> <li>Monitors, collects and returns all equipment used for activities and submits recommendations for maintenance and purchase of new items as required.</li> <li>Liaises with the Sports Development Officers about the registration of Kids Gymnastics participants.</li> <li>Assists Programs with Kids Gym registrations.</li> <li>Attends to customer queries and complaints via telephone and in person as required.</li> </ul> <p><b>COACHING AND SUPERVISION</b></p> <ul style="list-style-type: none"> <li>Inducts and trains new employees ensuring they are fully aware of organisational policies and processes.</li> <li>Monitors the performance of Kids Gymnastics coaches and liaises with the Sports Development Officer or Manager as required to address any issues.</li> <li>Rosters to ensure coverage for shifts, with input from Sports Development Officers.</li> <li>Supervises and instructs work placement students on practicum.</li> <li>Assists in conducting quarterly in-servicing for Kids Gymnastics Coaches including training, workshops and meetings.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in implementing structured recreational programs for children and working with children in a gymnastic environment.</li> <li>Coaching skills including teaching basic skills, developing and correcting technique, designing programs, providing guidance and feedback.</li> <li>Sound communication and interpersonal skills.</li> <li>Builds and maintains relationships by keeping clients informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of customer service.</li> <li>Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent)</li> <li>KinderGym or Intermediate Coach Accreditation</li> <li>Working With Children Check</li> </ul>

		<p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Other related duties, as directed.</li> </ul>	
<b>PERSONAL TRAINER</b>	Level 8 VWGA	<ul style="list-style-type: none"> <li>• Consulting with clients to understand their goals and current fitness levels.</li> <li>• Creating comprehensive workout plans for clients.</li> <li>• Motivating and guiding clients during their training sessions.</li> <li>• Ensuring clients train safely with proper form and technique.</li> <li>• Using in-depth knowledge to answer clients' questions.</li> <li>• Providing clients with regular feedback and accountability on their progress.</li> <li>• Working with management and fellow staff to ensure the gym functions effectively.</li> <li>• Cleaning equipment as necessary.</li> <li>• Reporting any equipment that requires upkeep/maintenance to the Health and Fitness Supervisor.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>• I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> <li>• Provides first aid as required.</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working as a personal trainer</li> <li>• Certificate IV in Fitness – Personal Trainer (SIS40221)</li> <li>• CPR Certificate (HLTAID001)</li> <li>• First Aid (HLTAID003)</li> <li>• Effective communication skills</li> <li>• Strong customer service skills</li> </ul>
<b>REFEREE/UMPIRE</b>	Level 2 (Unqualified) Level 3 (Qualified)	<p><b>UMPIRING/REFEREEING</b></p> <ul style="list-style-type: none"> <li>• Officiates Games: Apply and enforce the rules of the sport consistently throughout the match.</li> <li>• Starts/Stops Play: Signal the beginning and end of games and monitor timing.</li> <li>• Monitors Gameplay: Detect infractions, call fouls, and impose penalties according to Competition By-Laws.</li> <li>• Undertakes Safety Checks: Inspect courts, fields, and equipment to ensure safe playing conditions.</li> <li>• Undertakes Scorekeeping: Verify scoring accuracy and maintain records of match results.</li> <li>• Strong Communication: Explain decisions and rules to players, coaches, and spectators; coordinate with other officials/supervisors and Sports Development Officer</li> <li>• Undertakes Conflict Resolution: Address disputes or complaints calmly and professionally.</li> <li>• Maintains Control: Ensure orderly conduct of players and spectators to prevent unsafe behaviour.</li> <li>• Reporting: Complete any required game reports or incident documentation.</li> </ul> <p><b>WORKPLACE SAFETY AND HEALTH</b></p> <ul style="list-style-type: none"> <li>• I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.</li> <li>• Provides First Aid: Provide necessary assistance for any injuries on court</li> </ul> <p><b>OTHER</b></p> <ul style="list-style-type: none"> <li>• Other related duties, as directed.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong knowledge of sport-specific rules</li> <li>• Quick decision-making and impartial judgment</li> <li>• Effective communication and conflict resolution skills</li> <li>• Physical fitness and ability to remain attentive throughout games</li> <li>• Ability to work under pressure and maintain composure</li> <li>• Prior experience playing or officiating the sport preferred</li> <li>• Availability mornings and evenings</li> <li>• Umpiring accreditation</li> </ul>
<b>SALES OFFICER</b>	Level 1 PSCSAA	<p><b>SALES, CUSTOMER SERVICE AND ADMINISTRATION</b></p> <ul style="list-style-type: none"> <li>• Greets customers and attends to enquiries on behalf of the Programs, Fitness and Sales teams including answering incoming calls, directing/referring enquiries and relaying messages appropriately.</li> <li>• Provides information, assistance and guidance to customers and stakeholders including: <ul style="list-style-type: none"> <li>- directions to venue locations</li> <li>- membership enquiries and walk in sales</li> <li>- forms, class tokens, pool passes and locker keys</li> <li>- changes to scheduled classes, events, programmes, pool availability and public holiday changes</li> </ul> </li> <li>• Undertakes direct selling of health and fitness membership secondary spend such as personal training and small group training, under the guidance of the Sales Supervisor.</li> <li>• Embraces and follows the Venues West Membership Journey Sales System</li> <li>• Follows up member calls and finalise documentation as required</li> <li>• Maintains systems and records including client database, membership register, personal and group personal training bookings register and sales record keeping system.</li> <li>• Operates cash register for Fitness Centre entry and other purposes including processes payments and receipts, cash reconciliation and banking duties.</li> <li>• Assists in the presentation and organisation of the reception area.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a reception or customer service position.</li> <li>• Communicates clearly; Listens to, understands and adapts communication styles to the audience.</li> <li>• Builds and maintains relationships by keeping clients informed; Manages progress and provides prompt and courteous service; Responds to diverse experiences and understands the importance of customer service.</li> <li>• Experience in health and fitness sales considered highly desirable.</li> </ul>

- Organises, confirms and announces appointments.
- Maintains stock levels of office stationery and other consumables.
- Prepares and distributes standard correspondence, reports and promotional material.
- Attends team meetings.
- Informs casuals of relevant information by email or other effective methods.
- Assists Manager Programs, Fitness and Sales with reporting requirements and improvements to administration practices.

**WORKPLACE SAFETY AND HEALTH**

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

**OTHER**

- Other related duties, as directed.