

DUTY PROFILES – CASUAL PROGRAMS, FITNESS AND SALES POSITIONS

VENUES WEST

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

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

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

- 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.