

DUTY PROFILES – CASUAL PROGRAMS, FITNESS AND SALES POSITIONS



POSITION	LEVEL	RESPONSIBILITIES	CAPABILITIES/REQUIREMENTS
FITNESS INSTRUCTOR	Level 3 VWGA	FITNESS INSTRUCTION AND FITNESS APPRAISALS - 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: - 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. EQUIPMENT AND SAFETY - 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. MEMBER RETENTION AND CUSTOMER SERVICE - Opens and closes Fitness Centre (on applicable shifts) including: - 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: - 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. - Educates members on the positive benefits of personal training. - Assists the Health and Fitness Supervisor to mentor and train new and existing staff. OTHER - 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.	- 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	Level 8/9 VWGA	- 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 - 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 - Other related duties, as directed.	- 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* *Level 8 or 9 pay rate depends on the session being undertaken and the required qualification to lead that session.
KIDS GYMNASTICS INSTRUCTOR	Level 3 VWGA	KIDS GYMNASTICS PROGRAM - 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 - 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 - Other related duties, as directed.	- 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	<u>In addition to the responsibilities of a Kids Gymnastics Instructor:</u> PROGRAMMING AND ADMINISTRATION - 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 - 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 - 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.	- 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

		OTHER Other related duties, as directed.	
PERSONAL TRAINER	Level 8 VWGA	- 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. 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. - Provides first aid as required. OTHER - Other related duties, as directed.	- 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)	UMPIRING/REFEREEING - 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. 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. - Provides First Aid: Provide necessary assistance for any injuries on court OTHER - Other related duties, as directed.	- 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	SALES, CUSTOMER SERVICE AND ADMINISTRATION - 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: - 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.	- 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.	
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