Fitness Centre Officers

Job Description

Location: Acton, Canberra
Reports to: Fitness Centre Administrator/Coordinator
Employment type: causal
Hours: mornings, afternoons and evenings (Mon-Sun)

Overview:

ANU Sport is an independent incorporated association. Our mission is to provide opportunities for the ANU community to engage in sport, fitness and recreation experiences that promote well-being and balanced lifestyles.

ANU Sport is a UniSport Australia and Elite Athlete Friendly University member institution. The ANU is a member of the Group of 8, Australia's eight leading universities.

ANU Sport is responsible for the operation and management of the ANU Sport Fitness Centre and all the University sport and recreation facilities, along with supporting over 30 sport and recreation clubs and delivering social and competitive sporting programs.
About the role:

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As a Fitness Centre Officer, you will be responsible for maintaining a welcoming, vibrant and connected fitness centre culture.
When supervising the fitness centre, you are expected to interact with members in the gym and provide advice to them when required to ensure a safe and inclusive training environment. These roles also play a vital role in keeping our fitness centre clean and well presented. As a Fitness Centre Officer, you will be a part of a weekly roster of gym floor shifts and report to the Fitness Centre Administrator/Coordinator. Shifts are paid by the hour with no rent charged for Personal Trainers.

There may be further training opportunities available in short-course development, group fitness instructing and customer service roles.

Within or outside of shifts, qualified Personal Trainers are encouraged to develop as many Personal Training clients as you can. These clients can be arranged yourself or directed to you via the Fitness Centre Administrator/Coordinator.

Key Responsibilities:

All ANU Sport employees are expected to operate in accordance with established policies and procedures of the association at all times.

Fitness Center supervision

The following duties are to be performed in accordance with the relevant procedures:

- Supervise the gym and educate members to ensure safe participation.
- Support positivity and offer encouragement and motivation to clients and members.
- In collaboration with the Facilities Officer's maintain cleanliness and tidiness of the gym and other areas of the fitness centre.
    - Ensure all **sweat** and **dust** prone areas on all equipment, including cardio equipment, are thoroughly cleaned.
    - Ensure all weight plates are racked in a designated location.
    - Ensure all dumbbells and kettlebells are stored appropriately, including for "unsupervised" operating hours
    - Ensure all areas visible to clients and members is aesthetically pleasing and free from dust and sweat.
- Perform inductions for new gym members.
- Complete the shift checklist to ensure all opening / closing / cleaning duties are completed as outlined in procedures.
- Respond to incident, injuries and emergencies in accordance with current ANU Sport procedures.
- Report all accidents, injuries and near misses in accordance with current ANU Sport procedures.
- Help with induction and training of new employees.
- Assist with facility set-ups when necessary.
- Assist the CSO with reception duties when necessary.
- Cover group fitness sessions when necessary.
- Promote ANU Sport services, programs and events to fitness centre users and the wider ANU community.
- Report any maintenance or equipment issues to the relevant manager.
- Demonstrate initiative and transparency when reporting to supervisors.
- Be flexible and responsive to perform additional tasks and responsibilities as directed by the ANU Sport Leadership Team.

Personal Trainer

- Monitor and complete Fitness Centre Officer duties as required.
- Deliver safe exercise programs relevant to your qualification to a variety of clients.
- Respond to Personal Trainer requests and communicate with fitness centre members to obtain clients and schedule Personal Training sessions.
- Perform Personal Training sessions to a high standard and the best of your ability.

About you:

Our ideal candidate is high energy and passionate about sport and physical activity. You are someone who has at least 2 years of experience in the fitness industry and can demonstrate competency in delivering tailored fitness advice to individuals or groups.

Requirements:

1. **Effective Communication**
   - Exceptional verbal and written communication skills to interact and build professional working relationships with staff, members, and guests.
2. **Empathy and Patience**
   - Demonstrating empathy and patience when addressing customer inquiries and concerns.
3. **Problem-Solving, Critical Thinking Skills and The Use of Initiative**
   - The ability to quickly identify solutions and resolve customer issues efficiently without the need for escalation to management (where necessary). The use of initiative emphasizes the importance of proactively seeking improvements and innovations in the workplace.
4. **Strong knowledge of membership and facility products and the other services ANU-Sport provides**
   - A thorough understanding of ANU-Sport Fitness Centres membership and service options, ANU-Sport's facility hire practices and other ANU-Sport Affiliated products and services to provide accurate information to members and guests.
5. **Adaptability**
   - Willingness to adapt to changing situations, customer needs and evolving processes and procedures.
6. **Time Management**
   - Effective time management skills to ensure timely responses to customer inquiries and maintain well-organized day-to-day operations in the front of house area.
7. **Professionalism and Integrity**
   - Maintaining a professional appearance and demeanour when representing ANU-Sport in all customer interaction and always acting with a high level of integrity, while establishing and maintaining productive working relationships with staff, members, and guests.

Mandatory:

- Current Working with Vulnerable People Card
- Cert III in Fitness (Fitness Centre Officers)
- Cert IV in Fitness (Personal Trainer)
- Current First Aid and CPR Certificates
- Current AUSactive registration with required CECs

Desirable Qualification and Skills:

- Drivers Licence and own vehicle

Our Culture:

At ANU Sport we have a strong focus on bringing out the best in people, both our students and our staff. This is reflected in our commitment to professional development and a core belief that supporting staff to grow in their role benefits the entire organisation.

We pride ourselves on our culture that values ***integrity***, ***community***, ***passion***, and being ***innovative*****.** Through these values and agreed behaviours we strive to be a high-performing team focused on we deliver the best student sport and recreation experience for the University community.