

Job Description

GYMNASTICS COORDINATOR
YMCA HEALTH AND FITNESS CENTRES

POSITION LEVEL:	Full Time, Part Time or Casual - Fitness Industry Award 2010
REPORTS TO:	Centre Manager or other person who may, from time to time, be nominated
SUPERVISES:	Gymnastics Coaches
POSITION SUMMARY:	<p>To coordinate the gymnastics program including overseeing the quality and professional delivery of classes to our members, overseeing the gymnastics coaching team, completing gymnastics classes as required and completing all administrative responsibilities required to successfully coordinate the program.</p> <p>The role also involves organising activities that attract new participants to the centre and raises the profile of the centre in the local and broader community.</p>
PRIMARY RESPONSIBILITIES:	<p>Gymnastics Coordination</p> <ol style="list-style-type: none"> 1. In conjunction with the Centre Manager, research, develop, implement and maintain innovative and quality gymnastic programs in accordance with the YMCA Mission Statement. 2. Oversee and monitor performance of the gymnastics program to ensure adherence to budget parameters including occupancy review and class attendances. 3. Ensure the development and implementation of strategies to improve the customer service experience within the gymnastics area, ensuring systems developed encourage maximum efficiency at all times. 4. Ensure the quality control of service and program delivery provided to members. 5. Assist the Centre Manager in dissecting and analysing gymnastics program statistics for the purpose of formulating positive marketing strategies, promotional opportunities and outcomes to grow the program. 6. Conduct regular member feedback sessions and surveys to establish satisfaction levels and member class/instructor requests. 7. Assist the Centre Manager with managing the budget for the gymnastics area including monitoring of income and expenditure. 8. Complete all administrative, point of sale and clerical tasks relating to the position including ensuring a thorough knowledge of computer systems, administrative processes and the timely completion of all paperwork and reporting pertaining to the gymnastics area including but not limited to: <ul style="list-style-type: none"> • Confirming enrolments and monitoring class numbers • Compiling newsletters and mail outs • Undertaking assessments • Processing gymnastics registrations • Gymnastics timetable management • KPI and database recording and reporting 9. Design and implement retention strategies that will improve the satisfaction level of members and create a higher percentage of continuing members. 10. Ensure the program meets the requirements of Gymnastics Queensland Club 10. 11. Undertake regular gymnastics classes as required in order to connect with members. 12. Manage all gymnastics events including annual club championships and level testing. 13. Participate in special events such as open days, launches, seminars, functions and other special promotional events for the centre. 14. Raise the public image for the YMCA in the local community ensuring a positive, friendly and accessible environment for all. 15. Ensure ongoing maintenance and safety of all gymnastics equipment including providing a written report to the Centre Manager monthly. 16. Participate in the Centre's senior management team, including attendance at team meetings and providing continual feedback and contribution to improvements within the centre.

	<ol style="list-style-type: none"> 17. When necessary, represent the YMCA at an industry or sector level. 18. Continually monitor the cleanliness, safety, security and presentation of the Centre in conjunction with other staff. 19. Maintain effective lines of communication with hire groups so as to ensure compliance with centre policies. 20. Participate in training and professional development as required. <p>Staff Coordination</p> <ol style="list-style-type: none"> 21. Coordinate recruitment, selection and induction of all Gymnastics Instructors. 22. Ensure all staff hold appropriate qualifications (including technical membership with Gymnastics Queensland) along with the skills and training to perform the job safely and effectively. Ensure training records are completed and filed appropriately. 23. To have a thorough understanding of the Fitness Industry Award 2010 in order to organise and approve staff rosters in accordance with the award guidelines. 24. Fill or find fills for classes when coaches cannot take a class. 25. Formally evaluate coaches at least quarterly and conduct one to one feedback sessions on strengths, weaknesses and areas for improvement. Ensure sessions are documented and provided to the Centre Manager. 26. Provide coaching and on the job training for staff within the gymnastics area as required to empower and equip staff to perform their duties to the best of their ability and in accordance with YMCA systems and procedures. 27. To conduct regular staff meetings in order to ensure effective communication and consultation with staff. 28. Ensure coaches actively promote the YMCA and other YMCA programs before, during and after classes. <p>General</p> <ol style="list-style-type: none"> 29. Maintain the work environment so as to minimise risk to both customers and staff. 30. Report identifiable risk so that immediate action can be taken. 31. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document. 32. Maintain confidentiality of information of the YMCA of Brisbane and Y-Care records and files, staff and clients 33. To maintain the Quality System and report any deviations from the intended system 34. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual". 35. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy. 36. Any other duties as determined by the Centre Manager or Chief Executive Officer from time to time.
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<p>SELECTION CRITERIA</p> <ul style="list-style-type: none"> • Qualifications • Experience • Behaviour Attributes 	<ol style="list-style-type: none"> 1. Kindergym / General Gymnastics coaching qualifications, or industry equivalent. 2. Current Technical Membership with Gymnastics Queensland. 3. A minimum of 12 months experience in a similar role with staff supervisory experience. 4. Must have knowledge and practical experience in all aspects of gymnastics. 5. Excellent communication skills both written and verbal. 6. Excellent planning, prioritisation and organisational skills. 7. A passion for the gymnastics industry with an ability to build rapport with customers. 8. An energetic self-starter with a positive attitude. 9. Ability to work both autonomously and part of a team. 10. Demonstrated results orientation, sound judgement and problem solving skills. 11. Proven commitment to delivering and improving the customer service experience. 12. Current Senior First Aid and CPR Certificates. 13. Current Certificate of suitability in accordance with the Commission for Children and Young people and Child Guardian.
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