

Job Description

GROUP FITNESS COORDINATOR
YMCA HEALTH AND FITNESS CENTRES

POSITION LEVEL:	Part Time or Casual - Fitness Industry Award 2010
REPORTS TO:	Fitness Manager or other person who may, from time to time, be nominated
SUPERVISES:	Group Fitness Instructors
POSITION SUMMARY:	<p>To coordinate the group fitness program including overseeing the quality and professional delivery of classes to our members, overseeing the Group Fitness Instructor team, completing group fitness 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>Group Fitness Coordination</p> <ol style="list-style-type: none"> 1. Develop and maintain the group fitness timetable including providing recommendations to the Fitness Manager regarding adding/removing classes based upon performance including abiding by the traffic light system regarding class removal due to low numbers. 2. Ensure the quality control of service and program delivery provided to members. 3. Conduct regular member feedback sessions and surveys to establish satisfaction levels and member class/instructor requests. 4. Complete all administrative, point of sale and clerical tasks relating to the position including ensuring a thorough knowledge of computer systems, administrative processes and timely completion of all paperwork and reporting pertaining to the group fitness area. Examples include but not limited to: 5. Maintain group fitness "class format" sheets to ensure all instructors are aware of each class type and the components of that class. 6. Ensure all class numbers are recorded and reported on a weekly basis. 7. Monthly communication newsletters for members and staff. 8. Ensure group fitness attendance levels are above the set class average figure. 9. Actively promote the group fitness program including ensuring the group fitness program operates with quarterly re-launches. 10. Actively seek to establish regular new and innovative classes to maintain a fresh and vibrant timetable. 11. Participate in special events such as open days, launches, seminars, functions and other special promotional events. 12. Ensure exemplary customer service is provided to all customers including the provision of technical advice, support, motivation and encouragement at all times. 13. Undertake regular group fitness classes as required in order to connect with members. 14. Be aware of and make allowances for members partaking in classes who may have special needs. 15. Assist the Fitness Manager in dissecting and analysing group fitness program statistics for the purpose of formulating positive marketing strategies and outcomes. 16. Ensure ongoing maintenance and safety of all group fitness equipment including sound systems and microphones. 17. Participate in the Centre's senior management team, including attendance at team meetings and providing continual feedback and contribution to improvements within the centre. 18. Participate in training and professional development as required. 19. Continually monitor the cleanliness, safety, security and presentation of the Centre in conjunction with other staff. 20. When necessary, represent the YMCA at an industry or sector level.

	<p>Staff Coordination</p> <ol style="list-style-type: none"> 21. Coordinate recruitment, selection and induction of all Group Fitness Instructors. 22. Ensure all staff hold appropriate qualifications 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 and to organise and approve staff rosters in accordance with the award guidelines. 24. Fill or find fills for classes when instructors cannot take a class. 25. Regularly assess group fitness staff to ensure quality of program delivery and adherence to YMCA policy and procedures. 26. Formally evaluate instructors 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 Fitness Manager. 27. Provide coaching and on the job training for staff within the group fitness 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. 28. To conduct regular staff meetings in order to ensure effective communication and consultation with staff. 29. Ensure all group fitness staff actively promote the YMCA and other YMCA programs before, during and after classes. <p>General</p> <ol style="list-style-type: none"> 30. Maintain the work environment so as to minimise risk to both customers and staff. 31. Report identifiable risk so that immediate action can be taken. 32. 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. 33. Maintain confidentiality of information of the YMCA of Brisbane and Y-Care records and files, staff and clients 34. To maintain the Quality System and report any deviations from the intended system 35. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual". 36. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy. 37. Any other duties as determined by the Fitness Manager or Chief Executive Officer from time to time.
<p>SELECTION CRITERIA</p> <ul style="list-style-type: none"> • Qualifications • Experience • Behaviour Attributes 	<ol style="list-style-type: none"> 1. A minimum of 2 years' experience as a Group Fitness Instructor, ideally with Group Fitness Coordination experience. 2. Current Senior First Aid and CPR Certificates. 3. Minimum of a Certificate III in Fitness and registration with Fitness Australia. 4. Les Mills Instructors must have current certification from Les Mills Australia. 5. Current Certificate of suitability in accordance with the Commission for Children and Young people and Child Guardian. 6. Excellent communication skills both written and verbal. 7. High level of computer literacy. 8. A passion for the fitness industry with an ability to build rapport with customers. 9. An energetic self-starter with a positive attitude. 10. Ability to work both autonomously and part of a team. 11. Demonstrated results orientation, sound judgement and problem solving skills. 12. Proven commitment to delivering and improving the customer service experience.