

POSITION DESCRIPTION

Every person in our business contributes to our success. Here's how you will play a role in us achieving incredible things.

DETAILS

Position Title		Fitness Coach Level 1
Division		Corporate Health & Wellbeing
Department		Corporate Health & Wellbeing
Site / Location		Click or tap here to enter text.

RELATIONSHIPS

Reports To		Fitness Centre Supervisor
No. Direct Reports		5
No. Indirect Reports		Click or tap here to enter text.
Key Stakeholders		<ul style="list-style-type: none">▶ All staff▶ Members

PURPOSE

THIS POSITION IS A KEY ROLE WITHIN THE NEXT LEVEL CORPORATE GYM FACILITY. THIS POSITION WILL PLAY A PIVOTAL ROLE IN WORKING IN THE TEAM AND ENSURING THE SMOOTH AND EFFICIENT OPERATION OF THE FACILITY. WITH A HIGH VOLUME IN BOTH MEMBERS AND DAILY USERS, AND A BUSTLING SCHEDULE OF DAILY GROUP FITNESS CLASSES, THIS ROLE REQUIRES A PROACTIVE AND PASSIONATE INDIVIDUAL WITH HIGH ENERGY, CUSTOMER SERVICE AND ORGANISATION SKILLS.

DELIVERABLES – TECHNICAL & OPERATIONAL

- ▶ Reporting to the Gym Supervisor, the Fitness Coach will be able to fulfil all the criteria relevant to the fitness trainer profile.
- ▶ Additionally, assist in the day-to-day running of the fitness centre by setting and upholding high standards of cleanliness, safety and overall facility presentation. Conduct regular inspections and take action, promptly to maintain an impeccable gym environment.
- ▶ Instruct group fitness classes and personal training sessions, providing guidance, motivation and support to ensure member success. Work collaboratively with the team to ensure consistency in all service deliveries.
- ▶ Work with the team to onboard new members, manage gym software and keep accurate records.
- ▶ Contribute to new gym initiatives, delivering fitness challenges and working to continually improve and grow, both member base and services provided.
- ▶ Identify opportunities for improvement and growth within the facility.

Customer Service Excellence

- ▶ Demonstrates a friendly and approachable demeanour towards all gym members
- ▶ Responds promptly to member inquiries and requests, ensuring satisfaction and retention

Basic Fitness Knowledge

- ▶ Possess foundational knowledge of fitness principles and exercises
- ▶ Able to assist gym members with equipment usage and basic workout routines

Initiative and Proactivity

- ▶ Takes initiative to keep gym equipment and facilities organised and tidy without being prompted
- ▶ Proactively offers assistance to gym members and fellow team members

Continuous Learning

- ▶ Shows eagerness to learn and improve by attending training sessions and workshops provided by the gym or seeking additional learning for personal development.
- ▶ Strives to enhance fitness knowledge and skill set to better serve members.

Instructing Group fitness Classes

- ▶ Corrects basic technique errors and provides guidance to participants in class
- ▶ Works on learning and using participant names to create a more personalised experience.
- ▶ Assists in programming basic group fitness classes under supervision.

Team Collaboration

- ▶ Works effectively with other gym staff to create a positive and cohesive team environment.
- ▶ Collaborates on all services or events provided by Next Level to ensure smooth operation and member satisfaction.

DELIVERABLES – PEOPLE

- ▶ People Leader: Responsible for the empowerment and development of a group of employees and their work in support of MRL achieving its strategy.
- ▶ Show Up, Stand Up and Speak Up when you witness any unacceptable behaviour at work
- ▶ Celebrate difference and value diversity of thought, experience and perspectives
- ▶ Display strong problem solving skills and initiative
- ▶ Assist in the delivery of continuing professional development for staff.

- ▶ Highly developed communication skills and ability to both build and maintain effective relationships with stakeholders.
- ▶ Exceptional customer service skills, harboring a positive and helpful attitude.
- ▶ Recognise talent and develop team capability by coaching and mentoring staff, encouraging professional development and continuous learning.

CAPABILITY

- | | | |
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| Qualifications | | <ul style="list-style-type: none"> ▶ Certificate III and IV in fitness or equivalent ▶ Current CPR/ AED/ Provide First Aid ▶ Current Working with Children Check ▶ Tertiary qualifications in a related field - desirable |
| Experience | | <ul style="list-style-type: none"> ▶ Demonstrated experience in operating a fitness centre ▶ Demonstrated experience in developing individual and group training programs ▶ Demonstrated experience in using fitness centre management software platforms. |
| Mindset | | <ul style="list-style-type: none"> ▶ Demonstrate a commitment to communicating and facilitating positive cultural change by influencing staff and patrons to actively engage and exhibit behaviours reflecting MRL's values |

VALUES

- | | | |
|----------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Agile | ▶ | <ul style="list-style-type: none"> You won't hear "I don't know" or "I can't" very often at MRL. We employ the best in the business to keep us moving forward. We act fast and seize opportunities. We think differently |
| Family | ▶ | <ul style="list-style-type: none"> We show up for each other and have each other's backs. We care for each other and the world around us. We celebrate our differences because they make us stronger. Above all else, we are family |
| Achieve | ▶ | <ul style="list-style-type: none"> Every person in our business contributes to our success. We do challenging work and we achieve incredible things. We have the courage to take on the impossible and the passion to make it happen |

