

POSITION DESCRIPTION

Position Title:	Leisure Duty Manager – Fitness
Position Number:	10923
Directorate:	Community Experience
Reports to:	Wickham Recreation Precinct Supervisor
Supervises:	WRP Group Fitness Instructors and Personal Trainers
Department:	Community Facilities
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 4

1. POSITION OVERVIEW

The Leisure Duty Manager - Fitness is responsible for coordinating activities and programs associated with the City of Karratha's Gymnasium Facility & Group Fitness programs in addition to acting as the first point of contact at the WRP gymnasium, responding appropriately by providing information and direction to the general public.

1.1 Position Objectives

- To oversee operations associated with the Gymnasium & Group Fitness & Play Programs. This includes relevant marketing and promotion initiatives and overseeing staffing, equipment and budget requirements.
- Achieve set KPI's in fitness program and services marketing, training, membership numbers, group fitness, personal training and program attendance.
- Liaise with the Wickham Recreation Precinct Supervisor concerning any matter relevant to the operation of the Gymnasium & Fitness programs and activities.

2. DUTIES & RESPONSIBILITIES

2.1 Fitness Centre Coordination

- Develop and implement imaginative fitness programs and services in response to identified needs in the community and the broader trends in the fitness industry.
- Coordinate the marketing and promotion of fitness programs and services in consultation with the Recreation Programs Officer.
- Prepare and maintain informational material related to health and fitness for Centre clientele
- Oversee and administer the fitness appraisal system and monitor the exercise programming.
- Ensure that all gymnasium & group fitness equipment is maintained to a high standard
- Undertake Gym Instructor duties as and when required.
- Manage and motivate a team of Group Fitness Instructors, Gym Instructors, Personal Trainers and Play Program Attendants. Develop and manage staff rosters, performance, training and development.

2.2 Administration

- Assist in the recruitment, development and training of gymnasium & group fitness instructors
- Assist with the preparation, distribution and maintenance of promotional material, for all Fitness programs, services and activities.
- Coordinate fitness programs, activities and timetable through POS system

- Provide regular reports to Recreation Programs Officer on Fitness Centre programs and operations as required.
- Coordinate resource allocations for all areas within the Fitness Department.
- Forecast and work to achieve budgets and income KPI's.
Coordinate online booking and payment system
- Perform other duties consistent with the level of this position and the principles of broad banding as requested, to ensure the safe, efficient and effective operation of the WRP Gymnasium

2.3 Customer Service

- Provide a high level of frontline customer service to all internal and external customers over the telephone, via the online booking system and in person, clearly conveying the operation and procedures of the Centre.
- Promote fitness programs and services to all patrons where possible.
- Coordinate and achieve KPI's for fitness stock and merchandise in facility kiosk.

2.4 Health & Safety

Managers, Coordinators and Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Wickham Recreation Precinct Supervisor
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Ability to exercise judgement to problem solve by reference to established processes, procedures, precedents, and instructions.

3.3 Specialist Knowledge and Skills

- Basic keyboard, word processing and computer skills.
- Sound knowledge of the principles of exercise programming and instructing.
- Sound knowledge of the operations of gymnasiums and/or group fitness programs.
- Demonstrated experience in promotion and marketing and coordination of gymnasiums and/or group fitness programs
- Previous experience coordinating rosters, performance and timetables/schedules

3.4 Management Skills

- Developed supervisory skills.
- Ability to train, develop and mentor

3.5 Interpersonal Skills

- Developed numeracy, written and verbal communication skills relevant to the work area.
- Ability to manage time effectively to ensure duties are carried out to the required standard.

3.6 Qualifications and Experience

- Certificate III in Fitness Instruction and/or Group Fitness.
- Further study in a fitness related area would be desirable.
- Current C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old)