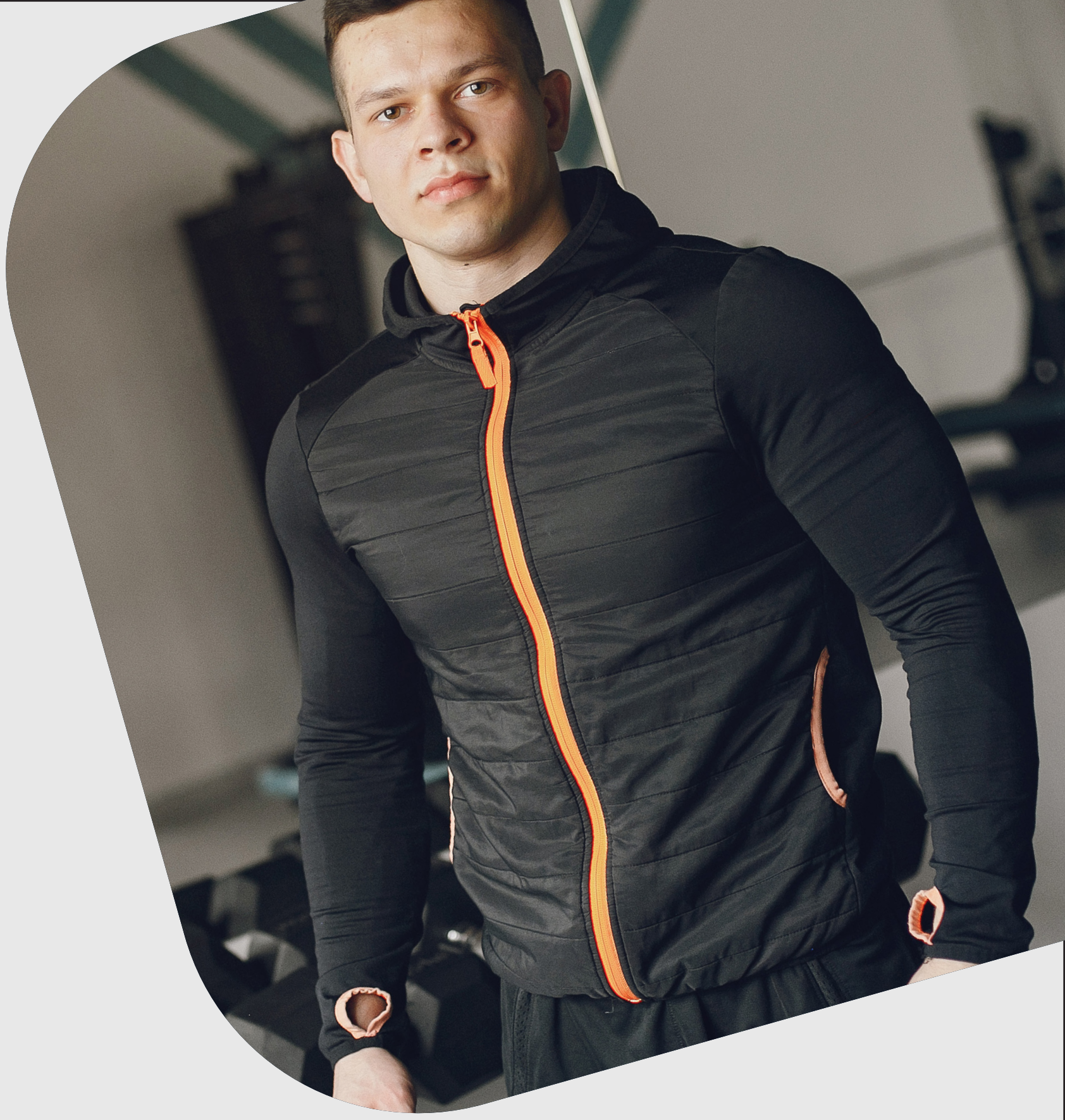


Job Description
Fitness Instructor

HiFlex Physio

General

Customer service is to be recognised as the number one priority for all HiFlex Physio staff. Every effort must be made to meet the needs of all customers by creating an atmosphere of hospitality and friendly cooperation in our relationship with patrons and fellow staff.

Due to the diverse nature of the HiFlex Physio operation, all staff are expected to show flexibility and initiative in new assignments. All HiFlex Physio staff are expected to exercise independence of judgement and initiative at all times.

Reporting to the HiFlex Physio Manager, and working closely with all HiFlex Physio staff, the FitnessInstructor is responsible for the day to day operation of the HiFlex Physio Centre.

In more detail these responsibilities include, but are not limited to the following:

Customer Relations

- Responsible for maintaining a constant focus on customer service as the number one priority of Fitness Centre staff and ensuring the highest possible level of customer relations at all times.
- Acts in a public relations capacity to maximise public interest and participation in Bounce Fitness activities and to bring forth new ideas for the provision of activities and programs.
- Responsible for reviewing and resolving problems/complaints efficiently and effectively, ensuring the highest possible level of customer acceptance and satisfaction.
- Responsible for encouraging the development of and maintaining effective and co-operative working relationships with user groups, customers and members of the public.
- Responsible for creating and fostering a strong atmosphere of teamwork and cooperation among the HiFlex Physio Centre staff.

Fitness Centre Operation

- Responsible for ensuring that equipment, work spaces and counters are clean, well organised and well maintained at all times.
- Assists customers with operation and use of fitness equipment.
- Advises and consults with customers regarding personal fitness needs and assists customers in developing personal fitness plans.
- Design and lead classes as rostered.

- Provide high calibre personal training and personal training programmes.

Fitness Centre Operation

- Responsible for monitoring admissions, sales and drop-in admissions.

Qualifications

- Willingness to learn the philosophies, objectives, policies and procedures of HiFlex Physio operation.
- Extensive knowledge of the Fitness Industry.
- Extensive experience in personal training, class design and leading classes.
- Ability to establish and maintain effective working relationships with the public and fellow staff.
- Nationally Registered Certification.
- Current level 1 First Aid and CPR certificate.
- Ability to exercise independent judgement and initiative.
- Experience in handling cash, cash reconciliation sheets, cash registers and cash floats.
- Extensive experience in customer service positions with a clear understanding of the importance and value of customer service.
- Ability to communicate effectively orally and in writing.
- Initiative and desire to undertake additional training to upgrade own skills and abilities.