

Your Position

Your job	Fitness Attendant Kaimahi Waiora
Your group	City & Community Infrastructure
Your team	Recreation
Your manager	Manager Fitness, Matthew Wanoa
Your base	Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our goals:

- A growing, prosperous and regionally connected city
- A village and city experience
- Children and young people at the heart of our city
- A healthy and protected harbour and catchment

How we work together:

- Team up – Together we make a difference for our community
- Work smart – We are curious, courageous and learn from experience
- Make it happen – We use our energy and skills to get things done

Your team's purpose

City & Community Infrastructure's purpose is to:

- lead planning and maintenance of Council's infrastructure (including roading) and utility assets, within a well-informed long-term strategy;
- ensure the provision of transportation, water, stormwater, sewage disposal and solid waste services;
- deliver community services, including, parks, library, recreation and cultural services.

Your purpose

The Fitness Attendant's role is to:

- provide excellent customer support for Arena Fitness Centre members. This includes dealing with customer enquiries, membership confirmation, member induction, setting up fitness regime and providing support to members to achieve their goals.

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• None
Your indirect reports	<ul style="list-style-type: none">• None
External people and groups	<ul style="list-style-type: none">• Fitness Centre Members, Te Rauparaha Arena users• Sports clubs• Community and health providers
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none">• To provide excellent support to Arena Fitness Centre members. This includes dealing with customer enquiries, membership confirmation, member induction, setting up fitness regimes and providing support to customers to achieve their goals• Foster the customer experience approach ensuring that you provide excellent customer service to all members, including regular interaction with members using the facility• To ensure the facility and fitness equipment is well maintained, clean and functional, including technology settings on CV equipment and report maintenance issues to the Fitness Team Leader• Effectively respond to customer enquiries related to the fitness centre and membership packages with a customer focused approach• Provide health and fitness assessments for all new members to AFC• Develop effective exercise programmes to meet individual client needs• Monitor and maintain the 12 week reassessments for AFC members• Assist with preparation, promotion and implementation of AFC programmes, events and activities• Actively supervisor members to ensure safe use of equipment and offer assistance and guidance as required• Have a working knowledge of the facility evacuation procedures and

	<p>take the lead role in the safe evacuation of fitness centre members as and when events occur</p> <ul style="list-style-type: none"> • Maintain a valid comprehensive First Aid Qualification
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> • Qualifications in Exercise Science or Health and Fitness at a Tertiary Level • Demonstrated experience in the health and fitness industry • Availability to be flexible with working hours and the ability to work unsupervised and on own initiative • Ability to work under pressure in a busy environment • Proven high level of customer service and communication skills • Demonstrated experience in assessing client needs • Effectively develop and maintain strong client relationships • Ability to maintain and improve knowledge of health and fitness industry trends and developments • Excellent interpersonal skills and able to understand and adapt to differing client needs • Good standard of health and a high level of personal presentation • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues
It'd be great if you also have:	<ul style="list-style-type: none"> • Current First Aid Certificate

Last updated 3 November 2020