

## Your Position

<b>Your job</b>	<b>Fitness Customer Services &amp; Membership Consultant Pūkenga Ratonga Kiritaki Waiora me te Mematanga</b>
<b>Your group</b>	Community & Partnerships
<b>Your team</b>	Recreation
<b>Your manager</b>	Manager Fitness, Sheree Marsh
<b>Your base</b>	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 strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services

## Your purpose

The Fitness Customer Services & Membership Consultant's role is to:

- assist in the achievement of an excellent customer experience for all members and to accurately maintain the administrative function for the Arena Gym. This includes dealing with customer enquiries, processing memberships and providing support to members.

## Who you'll be working with

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

## Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none"> <li>• Effectively and confidently tour prospecting members through the facility</li> <li>• Achievement of customer satisfaction through excellent front-line customer service and experience</li> <li>• Undertaking general administration tasks. This includes (but not limited to) : cancelling, suspending and transferring memberships, maintaining the AFC Debt Management Report Spreadsheet, inputting notes into the members on-line files</li> <li>• Provide general Office Support for all of the Arena Fitness staff</li> <li>• To help enhance and make more efficient current or new administration systems within Arena Fitness</li> <li>• Effective promotion of additional club services, products and events with all members and prospective members</li> <li>• Accuracy while performing gym-specific and general administration tasks as required</li> <li>• To provide excellent support to Arena Fitness Centre members. This includes dealing with customer enquiries and providing support to customers to achieve their goals.</li> <li>• To ensure the facility and fitness equipment is well maintained, clean and functional, including technology settings on CV equipment and</li> </ul>

	<p>report maintenance issues to the Fitness Team Leader</p> <ul style="list-style-type: none"> <li>• Actively supervise members to ensure safe use of equipment and offer assistance and guidance as required</li> <li>• Maintain a valid comprehensive First Aid Qualification</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> <li>• Previous experience working in a customer facing environment</li> <li>• Friendly and welcoming approach to creating an exceptional customer experience</li> <li>• Focused on meeting set targets and deadlines. Ability to assess prospective members' needs</li> <li>• Ability to work with computerised booking, financial and reporting systems. Familiar with Excel, Word, and Microsoft Outlook</li> <li>• Effectively develop and maintain strong client relationships</li> <li>• Ability to multi-task</li> <li>• Demonstrated organisational and administrative skills</li> <li>• A passion for supporting people in achieving their health &amp; fitness goals</li> <li>• An interest in the health and fitness industry</li> <li>• Availability to be flexible with working hours and the ability to work unsupervised and on own initiative</li> <li>• Proven ability to work effectively both as an individual and as a member of a team</li> <li>• Understanding and commitment to health and safety in the workplace</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
It'd be great if you also have:	<ul style="list-style-type: none"> <li>• Current First Aid Certificate</li> </ul>

Last updated November 2023



Porirua City Council supports an inclusive and welcoming environment and is a member of Diversity Works.