

POSITION DESCRIPTION

Assistant Centre Manager- Fitness



Position Title	Assistant Centre Manager- Fitness
Group	Fitness and Recreation
Modern Award / Agreement	Fitness Industry Award 2010
Classification Level	Level 6
Position Status	Permanent, Full-time
Reports to	Centre Manager
Supervises	All health and fitness staff (including health and fitness reception)

About the YMCA of Brisbane

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc. We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

Industry Sector

The YMCA operates several multi-purpose fitness, aquatic and recreational Centres that seek to value add to the communities they function in through providing opportunities for all individuals to grow in body, mind and spirit. We aspire to deliver exceptional customer service and highly engaged staff in the provision of programs that focus on health, fitness and recreation for people of all ages and abilities.

Position Summary

This position will work alongside the Centre Manager and be a part of the centre management leadership team. Specifically, this position is responsible for ensuring the efficient and effective daily centre operations of the YMCA Victoria Point Fitness and Recreation Centre in the fitness, outdoor pool and reception areas.

Duties and Responsibilities

1. Health and Fitness Management and Centre Operations

- 1.1 Research, develop, implement, maintain and evaluate innovative and quality community fitness programs and services in accordance with the YMCA Mission Statement;
- 1.2 Effectively oversee and manage the YMCA Health and Fitness and Group Fitness areas, Health and Fitness reception staff, Personal Trainers and lifeguards;
- 1.3 Create and sustain synergy in the health and fitness area between the various programs run in the Centre;
- 1.4 Periodically review and evaluate programs in liaison with the Centre Manager;
- 1.5 Liaise with and identify cross promotion opportunities between departments;
- 1.6 Develop and maintain the culture in the health and fitness area that displays positive, effective and open communication and a clear link between the programs that we offer;
- 1.7 In the absence of an appointed coordinator, undertake the roles of the expected coordinator of that program;
- 1.8 Ensure that expiring and cancellation of membership strategies are put into place for memberships and programs and are meeting budget KPIs;

- 1.9 Maximise the full potential of all facility areas by developing and programming community activities that will be beneficial to the achievements of the overall goals of the YMCA;
- 1.10 Develop and implement marketing and promotional strategies and material in consultation with the Centre Manager and assist with those activities as required;
- 1.11 Create internal and external promotional material (posters/signage) appropriate to Centre promotions / activities in consultation with the YMCA Fundraising and Marketing department;
- 1.12 Actively liaise with and build effective relationships with patrons, families, schools and sporting groups;
- 1.13 Strengthen and maintain existing community relationships and develop new community partnerships;
- 1.14 Ensure effective communication and relationship building with key stakeholders;
- 1.15 Assist with investigating new opportunities to generate commercially viable income streams for the Centre;
- 1.16 Proactively participate in the development of policy, strategy and business planning for the Centre;
- 1.17 Assist with the management of the pool plant room and day to day operations of the outdoor pool including booking of lanes and hire agreements.

2. Health and Fitness Program Delivery

- 2.1 Deliver and monitor exercise programs for all health and fitness members;
- 2.2 Ensure the smooth and consistent operation of the gym floor and health and fitness area including group fitness and health and fitness reception staff;
- 2.3 Part take in a minimum of 15 hours floor walking and exercise programs per week;
- 2.4 Review and research industry trends to assist with developing new programs, activities and/or instructional techniques;
- 2.5 Where possible identify and assist Council, State and Federal agencies with the delivery of programs designed to achieve community health outcomes;
- 2.6 Ensure all equipment and the facility itself is kept to agreed standards of quality, cleanliness, maintenance and presentation;
- 2.7 Conduct regular group and individual personal training sessions, new member inductions and program refreshers with new and existing members as required;
- 2.8 Liaise with allied health professionals and organisations for the delivery of specialist services to at risk clientele.

3. Personal Training and Group Fitness Management

- 3.1 Oversee the personal training program including ensuring high quality, timely, safe, appropriate and stimulating fitness sessions are being conducted within format guidelines;
- 3.2 Continually build the number of Personal Trainers at the facility and ensure leads are being managed effectively;
- 3.3 Closely monitor the Contract EP service to ensure they are paying rent on time and ensure that all their clients are being recorded to ensure accurate monthly billing;
- 3.4 Record and monitor group fitness attendance numbers for all classes;
- 3.5 Oversee the group fitness timetable in conjunction with the group fitness coordinator including providing recommendations to the Centre Manager regarding adding/removing classes based upon performance;
- 3.6 Regularly assess group fitness staff to ensure quality of program delivery and adherence to YMCA policy and procedures.

4. Centre Administration and Customer Service

- 4.1 Ensure superior customer service standards are met at all times and all duties and responsibilities are being undertaken in a timely, efficient and professional manner;
- 4.2 Handle initial customer complaints and feedback provided about the health and fitness area and pool;
- 4.3 Ensure coordinators and staff are making follow up calls to all members as required, contact non-attending members and any other calls which may be required;
- 4.4 Undertake general reception duties, including answering phone calls and emails and take messages or pass on calls, if necessary;
- 4.5 Ensure accurate information is provided to customers on all aspects of Centre activities and services at all times;
- 4.6 Accurately process all transactions relating to the Centres services/products through the Links POS system;

- 4.7 In consultation with the Centre Manager undertake stocktake including ordering and re-ordering of stock;
- 4.8 Complete the daily cash reconciliation and banking details when required and ensure that reception staff have completed this when required;
- 4.9 Undertake, develop and monitor general programs and reception duties;
- 4.10 Implement programs and customer service procedures that will ensure efficiency and accuracy;
- 4.11 Develop and update work instructions as required for the designated areas of operation;
- 4.12 Control, monitor, follow-up and report all outstanding direct debit and program fees in a timely manner;
- 4.13 Undertake all administrative and clerical tasks relating to the position and in accordance with approved YMCA policy and procedures;
- 4.14 Assist with invoicing and hire agreement of contractors for the venue.

5. Staff Coordination

- 5.1 Assist the Centre manager in the optimal allocation of staff hours and rosters, in accordance with the applicable industry award and YMCA procedures;
- 5.2 Assist the Centre Manager in managing, authorising and auditing rosters and timesheets to ensure no overtime is accrued or authorised unnecessarily for the allocated areas of operation;
- 5.3 Assist the Centre Manager in conducting staff performance appraisals annually and provide on-going review and feedback to all staff on performance and behaviour;
- 5.4 Provide coaching and training to staff in order to empower and equip staff to perform their duties to the best of their ability and in accordance with YMCA systems and procedures;
- 5.5 Assist the Centre manager in undertaking inductions and regular training and development activities for current and new staff members and monitor their performance on a regular basis and provide feedback to the centre manager;
- 5.6 Ensure staff are qualified and experienced and maintain their qualifications to undertake their roles.

6. Pool and Plant Room Operations

- 6.1 Ensure that lifeguards are completing required cleaning duties and daily tick sheets to monitor the presentation, safety and cleanliness of the facility;
- 6.2 Responsible for the maintenance of the pool plant room, including chemical storage and all required health and safety equipment;
- 6.3 Responsible for the maintenance of the pool area including temperatures, chemical levels and cleanliness of the water;
- 6.4 Ordering and maintenance of all plant room equipment and chemicals;
- 6.5 Complete all required pool water tests daily.

Health, Safety and Environment

- 1. In the absence of the Centre Manager, step up into the Centre Manager's role and oversee all administrative functions which form part of the duties of the Centre Manager;
- 2. Ensure open and/or close of the facility according to set out procedures and reception roster;
- 3. Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 4. Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 5. Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;
- 6. Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- 7. Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;
- 8. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";

9. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
10. Any other duties as determined by the Chief Executive Officer as required.

Key Physical Requirements

1. Walking / standing – Constant
2. Sitting – Constant
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Frequent
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg - Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Position Requirements / Selection Criteria

Essential:

1. Minimum of a Certificate IV in Fitness and current Senior First Aid and CPR certification;
2. Extensive experience in an Assistant Centre Management position or other relevant experience in a senior management/ leadership role;
3. Demonstrated successful experience in a senior health and fitness role;
4. A demonstrated understanding of facility operations and knowledge of the user groups;
5. Demonstrated ability to work both autonomously and as part of a team with a demonstrated ability to effectively lead a team including supervising and motivating staff;
6. Demonstrated excellent communication, interpersonal and customer liaison skills;
7. Proven ability to propose, implement and follow through with ideas;
8. Strong planning, prioritisation and organisational skills;
9. Thorough understanding of computer software and point of sale packages;
10. Demonstrated knowledge of basic accounting principles and procedures;
11. Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
12. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

1. A tertiary qualification in Sports Management or other relevant tertiary qualification;
2. Pool plant operator course or willingness to obtain.

Approval

Date Position Description Created / Revised:	March 2019
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Assistant Centre Manager, Fitness.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

