

Position Description



Job Details

Job Title: Exercise Specialist

Reports to: Health and Fitness Coordinator

Group: City Living

Position Number: CLO222

Grade: 3

Date: 03/02/2026

Objective Doc Ref: A1642026

Position Purpose/Job Summary

The gym supervisor's (Exercise Specialist) role is to maintain the health and fitness area of the facility. This entails the development and implementation of centre fitness programs, ensuring equipment and staff are meeting industry requirements, planning promotional events, and contributing to the overall operating status of the Leisure Centres.

Manage daily operations of the gym facilities, including the day-to-day supervision of the gym floor to ensure the health and safety of patrons.

To assist the Health and Fitness Coordinator to manage the unit effectively and efficiently supporting the objectives of the branch and its plans and performance targets etc

Coordinate with representatives from a range of community clubs/schools using the facilities at the complex to ensure that needs of user groups are identified and addressed.

Key Functions

1. Supervision of all casual gym staff
2. Maintain and develop safe Health and Fitness facilities
3. Develop, implement, and maintain centre Fitness program
4. Display and maintain a high standard of professional application to the position
5. Ensure all equipment is maintained to industry standards, creating a safe environment
6. Create and plan promotional events for the gym

This position is classified as a child related role. Applicants are required to have a valid Working with Children Check Clearance Number.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

The position requires the following knowledge, skills, qualifications, and experience:

EDUCATION QUALIFICATIONS - Minimum

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Certificate III in Fitness – Registered Fitness Instructor with AUSactive (Specialisation – Gym Instructor).
- Certificate IV in Fitness Registered Fitness Trainer with AUSactive (Specialisation – Personal Trainer).
- NDIS Worker Check. If the successful candidate does not already have NDISWC clearance, appointment of the position is contingent on successful application and clearance being granted.

LICENCES/TICKETS: Minimum

- Current First Aid Certificate
- Current Resuscitation Certificate
- Current Working with Children Check

DESIRABLE

Certificate III in Fitness – Registered Fitness Instructor with AUSactive
Specialisation – Group Exercise Instructor, Aqua Instructor
Certificate IV in Fitness – Registered Fitness Trainer with AUSactive
Specialisation – Children's Programs

All pre-requisite qualifications must be maintained by the incumbent on an ongoing basis.

RELEVANT EXPERIENCE REQUIRED

- Proven experience in exercise program design and implementation
- Comprehensive fitness appraisal experience
- Comprehensive experience in a similar aquatic and leisure centre
- Customer service experience
- Experience in personal training

DESIRABLE

- o Experience in nutrition plan development
- o Previous experience in sales / membership services

SKILLS REQUIRED

MINIMUM

- Excellent interpersonal skills
- Excellent knowledge of the fitness industry
- Advanced communication (written and oral) skills, with the ability to negotiate desired outcomes and influence behaviour
- Ability to work unsupervised
- Proven organisational skills
- Proven programming skills
- Advanced experience in the delivery of quality Customer Service.
- Excellent decision making and problem-solving skills
- Ability to work in a team environment
- Negotiation skills for managing behaviour issues with patrons
- Ability to analyse options, make decisions and exercise sound judgment.

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Selection Criteria - Knowledge, Skills, Qualifications and Experience required

- Ability to implement EEO principles
- Experience in Occupational Health and Safety
- Knowledge of NDIS- Practice Standards
- A working knowledge and understanding of the 'NDIS – Code of Conduct' in relation to practice and interactions with clients
- Understanding of human and legal rights of people with a disability and how to incorporate this in everyday practice
- Knowledge of NDIS

It would be desirable for the position to have:

- Computer skills in Microsoft Word and Excel.

NB The incumbent must ensure that certificates and qualifications are maintained on an ongoing basis to ensure current accreditation.

Key Accountabilities – Position Specific

1. Supervision of all casual gym staff

- a) Efficient supervision of all gym staff, ensuring Policies and procedures are followed and NSW code of Practice is adhered to
- b) Ensure all gym staff provide excellent customer service to all customers
- c) Provide updates and training to gym staff about systems used.

2. Maintain and develop a safe health and fitness facility

- a) Supervise facility at all times ensuring equipment is utilised correctly
- b) Ensure all areas of the gymnasium are always clean and tidy
- c) Ensure all clients are correctly attired and use towel when using gym
- d) Report all first aid needs on first aid report
- e) Carry out daily maintenance checks on all equipment
- f) Carry out client orientations, ensuring new clients are aware of the gym rules and the operation of equipment
- g) Carry out survey on customers' needs and wants
- h) Record number of clients utilising gym on an hourly basis

3. Develop, implement, and maintain centre fitness programs

- a) Carry out Personal Consultations
- b) Design health programs for clients
- c) Supervise gym floor at all times
- d) Instruct programs for schools and special groups
- e) Carry out personal training
- f) Monitor and record the progress of individuals and take appropriate action
- g) Solve all members and casual enquiries
- h) Promote centre programs - upgrading memberships

4. Display and maintain a high standard of professional application to the position

- a) Develop, conduct, and maintain a high standard of program content and application
- b) Wear staff uniform at all times
- c) Develop and maintain a good rapport with centre users and program participants which portrays a friendly and professional manner, and say "hello" to all customers every time they visit
- d) Ensure qualifications are kept current and further courses sought to develop skills and enhance

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performance

- e) Ensure professional indemnity insurance is current
- f) Attend meetings out of work hours as required
- g) Ensure all programs are conducted in accordance with centre's policies and procedures
- h) Ensure a full understanding of policies and procedures involved with fitness programs
- i) Perform other duties as directed by the Manager of Leisure Centres, Recreation Planner or Health and Fitness Coordinator

5. Ensure all equipment is maintained to industry standards creating a safe environment

- a) Carry out maintenance checks daily and report in maintenance log any malfunctions
- b) Produce monthly maintenance reports
- c) Ensure all equipment is in working order prior to centre open
- d) Contact the party responsible for repairing equipment (internal or external)
- e) Ensure all clients are aware of equipment out of order
- f) Ensure monthly service contract is carried out
- g) Ensure inventory is available for all equipment
- h) Ensure OH&S, Risk Management strategies practised
- i) Ensure all equipment is cleaned to a high standard as per daily cleaning requirements

6. To create and plan promotional programs

- a) Initiate quarterly in-house promotional program
- b) Monitor reward system to member of the month
- c) Liaise with Marketing Coordinator and Health and Fitness Coordinator

7. Take on the duties of the Health and Fitness Coordinator as required

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

Key Relationships

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1 Internal	
Communicating with	Nature of Communication
Centre Management Team Team Members LC Staff Trades Security	*Daily to ensure security, safety, maintenance and cleanliness of Leisure Centre is maintained *Mentor, coach, provide feedback, conduct skills assessments *Daily to communicate around materials required or repairs/maintenance needed *To inform and instruct and assist in the effective management of the gym
Key Relationships	
2 External	
Communicating with	Nature of Communication
Communicating with *Customers *Program Participants *Schools *Suppliers *Service Contractors	*As required to respond to enquiries or direct behaviour, conflict resolution and problem solving *As required to provide information and respond to situation *As required to provide information/directives *This position requires communication to be proactive in an effort to assist, influence and resolve issues pertaining to the gym and gym customers

Position Dimensions
Managed Assets • Create maintenance requests/repairs • Accountable for services delivered by, managing resources, adherence to service, policy, procedure

Decision making Authority & Accountability
1. The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1 2. The position holder must complete the responsibilities allocated to their position/level in WHS01.1.2 WHS Responsibilities, Authority and Accountability Matrix. The Annual Appraisal will include an accountability check that the position holder is fulfilling these allocated responsibilities. More frequent checks will be conducted if the indicators relating to the accountability mechanisms for their position/level do not meet Council's required standards. 3. Decision making is general and issues or problems are dealt with independently. Decisions will be made by the position include identifying the best approach to work issues and applying skills to the projects and areas of responsibility assigned to the team. 4. The position is responsible for the safe evacuation of patrons from the gym/facility in the

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event of an emergency situation and responds to and determines an appropriate course of action in the event of an emergency situation e.g., crowd control, emergency situations.

5. Policy and procedures are readily available however this position is required to choose the appropriate process. Unusual problems may be referred for clarity of direction.
6. Frequently the occupant will be required to determine priorities, make decisions, and resolve issues without reference to managers or specialist staff.
7. Request patrons to leave gym for misconduct or non-payment (Regulatory Control).
8. Remove patrons from Leisure Centre for misconduct.
9. Authorise repairs to gym equipment.
10. The position is accountable for services delivered by the operations area and is responsible for decisions affecting the operation of that area e.g., service priorities, allocation of staff etc.
11. Writing programs for gym customers.
12. Giving technical advice on the use of gym equipment
13. Fitness assessments.
14. Daily contact with customers
15. The position is accountable for:
 - Delivery of high-quality customer service.
 - Advice given to customers.
 - Observance of policies and procedures.

Problem Solving

Challenges facing this position include:

- This position is expected to solve problems relating to its functional area by conducting analysis and consideration of options before determining a solution.
- Maintaining gym and patron safety given the range of activity occurring within the complex.
- Ensuring the behaviour of all patrons is conducive to the provision of a safe and enjoyable leisure experience given the difficulties in enforcing appropriate behaviour standards.
- Maintaining the quality and condition of the facility and environs given the impact of users and weather conditions on the complex.
- Ensuring the complex facilities meet the needs of users given the number and diversity of users and their requirements.

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- Overseeing the currency of maintenance work on the complex given the large numbers of users on a regular basis and resulting wear and tear.

Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

Signature

Employee:	Signature	Date
Authorised by:	Signature	Date