

# Role Description

<b>Position Title</b>	<b>Assistant Manager</b>
<b>Reporting</b>	Report directly to the Club Manager
<b>Award Classification</b>	Fitness Industry Award 2010 Level 3 or 3A
<b>Qualifications Required</b>	First Aid Certificate and CPR Blue Card / Working with Children Cert III in Fitness (desirable)
<b>Performance Measurements</b>	Net Membership Growth
<b>Responsibilities</b>	<b>Facility Management</b> – Make sure the facility remains safe and comfortable <ul style="list-style-type: none"> <li>• Open and Close Procedures</li> <li>• Cleaning of Facility and Equipment (including GF)</li> <li>• Maintenance of Facility and Equipment (including GF)</li> <li>• Stock Management</li> <li>• Prep for events eg group fitness classes, promotions, room rental etc.</li> </ul>
	<b>Member Interaction</b> <ul style="list-style-type: none"> <li>• Prospect conversion and integration - Customer Enquiries, Follow-ups, Tours, and Sales and Induction – demonstration that Movement is a different way of thinking about health and fitness</li> <li>• Connect with members in the club and be the face behind the brand.</li> <li>• Connect with members outside the club (email, phone, sms) for dishonoured payments, referrals, renewals, suspensions and cancellations etc.</li> <li>• Member Behaviour management (tailgating, disallowed, towels etiquette, racking weights etc.</li> <li>• Complaints handling and documentation</li> </ul>
	<b>Member Administration</b> <ul style="list-style-type: none"> <li>• Data collection and reliability</li> <li>• Paperwork and document management, Forms and Agreements Compliance</li> </ul>
	<b>Fitness Product</b> - ad-hoc general advice and guidance <ul style="list-style-type: none"> <li>• Spotting and encouragement</li> <li>• Technique and programming</li> <li>• Supplements and diet</li> <li>• Lifestyle and Health</li> </ul>
	<b>OH&amp;S</b> <ul style="list-style-type: none"> <li>• Comply with the OH&amp;S responsibilities as defined in the Health and Safety Manual.</li> </ul>