

Your Position

Your job	Fitness Consultant Mātanga Waiora
Your group	Community & Partnerships
Your team	Recreation
Your manager	Manager Fitness, Sheree Marsh
Your base	Council premises within 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 Consultant's role is to:

- provide excellent customer support for Arena Fitness Centre (AFC) members. This includes dealing with customer enquiries, processing memberships, member induction, setting up fitness regime, providing support to members to achieve their goals, and provide general administrative support for all Arena Fitness memberships.

Who you'll be working with

Your direct reports	• None
Your indirect reports	• None
External people and groups	• Fitness Centre Members, Te Rauparaha Arena users • Sports clubs • Community and health providers
Internal people and groups	• 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	• Provide excellent support to Arena Fitness Centre members. This includes dealing with customer enquiries, membership confirmation, member tours and 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 • Provide and deliver health and fitness assessments for all new and current members • Develop effective exercise programmes to meet individual client needs • The ability to motivate and inspire members to meet their own fitness goals • Actively supervise members to ensure safe use of equipment and offer assistance and guidance as required • Undertake general administrative tasks where required. This includes (but is not limited to): signing up new members, cancelling, suspending and transferring existing memberships, inputting notes into members on-line files • To help enhance administration systems and processes within Arena Fitness • Accuracy while performing gym-specific and general administration tasks as required • 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 Manager • Effectively respond to customer enquiries related to the fitness centre and membership packages with a customer focused approach • Monitor and maintain 4 weekly programming/assessments for members • Assist with preparation, promotion and implementation of AFC programmes, events and activities • Have a working knowledge of the facility evacuation procedures and take the lead role in the safe evacuation of fitness centre members as and when events occur • Maintain a valid comprehensive First Aid Qualification
Relationship Management	• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	• 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:	• Tertiary qualifications in Exercise Science or Health and Fitness (Level 4 Personal Training or higher) • 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 • Current First Aid Certificate • 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 • Ability and willingness to learn the necessary administration tasks to provide membership activities for our members • Excellent interpersonal skills and able to understand and adapt to differing client needs • Physically fit to meet the demands of the job • 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:	• Experience working as a personal trainer • Group Training or Group Fitness Experience • Ability to work with computerised booking, financial and reporting systems. • Familiar with Excel, Word, and Microsoft Outlook • Demonstrated or the ability to develop organisational and administrative skills

Last updated August 2023



Porirua City Council supports an inclusive and welcoming environment and is a member of Te Uru Tāngata, Centre for Workplace Inclusion.