CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Health Club Attendant

Position Classification:

FITNESS INDUSTRY AWARD

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

POSITION PURPOSE

The **Health Club Attendant** is responsible for maintaining a safe, welcoming and well-presented health club environment while supporting a positive member experience.

The role includes active supervision of the gym floor, assisting members with general enquiries and equipment use, maintaining cleanliness and presentation standards, and, where appropriately qualified and rostered, delivering group fitness classes in line with approved formats and company standards.

RELATIONSHIPS

Reports to: Health Club Manager

Staff responsibility: Nil

Key internal relationships:

- GM of Health Club
- Health Club team members
- Customer Service team members
- Facility Manager

Key external relationships:

- Health Club members and patrons
- Local businesses and community groups

KEY RESPONSIBILITIES

Gym Floor Supervision and Member Support

- Maintain an active, visible and approachable presence on the gym floor.
- Welcome and assist members and patrons in a friendly and professional manner.
- Support members with general enquiries and the safe use of gym equipment.
- Assist new members to become familiar with the gym environment, equipment and facilities.
- Monitor gym floor activity and respond to member needs in a proactive and professional manner.
- Refer members to the appropriate team member where specialised fitness advice or support is required.
- Support member check-in and other front-of-house functions where required.

Group Fitness Delivery

- Deliver group fitness classes where qualified and rostered to do so.
- Plan and instruct classes in accordance with the relevant class format, intensity and company standards.
- Provide clear instruction, demonstrations, encouragement and feedback to support safe and effective participation.
- Apply correct exercise principles and techniques when delivering classes.

- Adapt exercises and instruction where appropriate to support varying abilities and fitness levels.
- Create a positive, inclusive and engaging group fitness environment.
- Assist with the set up and pack down of equipment required for classes.

Customer Experience and Engagement

- Build positive relationships with members and contribute to a welcoming club environment.
- Answer member questions regarding facilities, programs, timetables and services.
- Maintain sound knowledge of CVM products, services and health club offerings.
- Promote relevant programs, classes, services and initiatives.
- Support member engagement, participation and retention.
- Respond to member feedback and complaints appropriately, escalating where required.
- Maintain a positive and professional image of City Venue Management at all times.

Equipment, Presentation and Standards

- Monitor the gym floor to ensure equipment and facilities are safe, clean and operational.
- Complete regular checks of equipment and report faults, hazards or maintenance issues.
- Ensure weights, equipment and accessories are returned to their designated locations.
- Maintain high standards of cleanliness, presentation and organisation throughout the health club.
- Complete routine cleaning and sanitising tasks in line with site standards.
- Ensure gym and class spaces are safe, tidy and ready for use.

Safety and Compliance

- Monitor the safety and wellbeing of members and participants at all times.
- Provide First Aid and CPR where required.
- Report hazards, incidents and safety concerns in accordance with CVM policies and procedures.
- Follow emergency procedures and site operating requirements.
- Comply with company policies, procedures, standards, legislation and relevant codes of practice.
- Participate in required training, meetings and other reasonable duties as requested.

QUALIFICATIONS

Required:

- Blue Card (Working with Children Check)
- Current First Aid
- Current CPR
- Certificate III in Fitness

Desirable:

- Certificate IV in Fitness
- Experience in a gym, health club or leisure environment
- Experience delivering group fitness classes

KEY SKILLS AND EXPERIENCE

- Experience delivering safe, engaging and effective group fitness classes.
- Strong customer service and communication skills.
- Ability to build positive relationships with members and create a welcoming health club environment.
- Sound knowledge of exercise technique, gym equipment and safe fitness practices.
- Ability to adapt instruction and exercises to suit different participant abilities and fitness levels.
- Experience supervising a gym floor and supporting members with general enquiries and equipment use.
- Strong awareness of safety, cleanliness, presentation and operational standards.
- Ability to respond appropriately to member feedback, incidents and day-to-day issues.
- Reliable, professional and able to work independently as well as part of a team.
- Ability to work a flexible roster, including early mornings, evenings and weekends.

ALIGNMENT TO OUR 5 TRUTHS

Fun and energy is contagious: Creates a positive, welcoming and energetic health club environment. Engages confidently with members, brings enthusiasm to group fitness classes and helps create an experience that encourages participation and connection.

New knowledge drives progression: Maintains and develops fitness knowledge, class delivery skills and understanding of health club operations. Seeks feedback, participates in training and stays open to new ideas that improve safety, service and the member experience.

Collaboration enables creativity: Works positively with Health Club team members and the wider CVM team to support members and achieve shared goals. Communicates openly, supports others when needed and contributes to a respectful and connected team environment.

Simplicity allows agility: TTakes a practical and flexible approach to supporting members, maintaining the gym floor and delivering classes. Adapts quickly to changing member needs, class requirements and day-to-day operational priorities.

Maturity is not an age: Takes ownership of responsibilities and follows through on commitments. Acts professionally and reliably, maintains high standards of safety and presentation, and makes decisions that support members, the team and CVM.

LEGAL REQUIREMENTS

QLD Child Protection Act

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

Duties under WH&S Act

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the employee is reasonably able, with any reasonable instruction given by the person conducting the business to allow that person to comply with this Act.
- Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

ACKNOWLEDGEMENT

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.