

**Reports to Health Club Manager**

To be accountable for the day-to-day operations of Lasseters Health Club, to drive sales and profitability, provide leadership and development to Club Staff, ensuring a high standard of service to members and managing all related activities in a commercial and cost-effective manner.

To contribute to and be proactive in delivering solutions that promote and create positive member experiences at Lasseters Health Club that fulfils our mission to make fitness fun, convenient and affordable.

This is a exciting opportunity to join the Lasseters Health Club, Iris team, a dynamic, progressive, confident team. The customer service receptionist ensures service is friendly, informative and efficient.

I have these skills:

- To look and listen to understand
- Optimism/open mindedness
- Eagerness to learn
- Leadership and mentoring skills
- Integrity
- Work ethic
- Positive communication – verbal and non-verbal
- Outstanding Customer Service Skills
- Cultural awareness
- Attention to detail

Job requirements:

**POSITION REQUIREMENTS – QUALIFICATIONS AND EXPERIENCE**

- Computer literacy – including intermediate level of Word, Excel, Outlook
- Qualification in health, business or commerce or strong business acumen and demonstrated experience in similar environment (e.g. fitness, retail, customer service etc.)
- Current Senior First Aid certificate and CPR
- Minimum Certificate III in Fitness

**How – Job description**

**Leadership**

- Engage with other staff members to create a high performing team in line with Lasseters Hotel Casino's (LHC) Policies & Procedures
- Commitment to continuous improvement and self-development in areas relevant to the role, deciphered in conjunction with Club Manager
- Ensure that you are provided adequate training and performance management to create and maintain a high performing team
- Operate within budget parameters to achieve strategic and financial goals with the ability to manage staff to do the same
- Identify opportunities for process improvements and take steps to implement changes, in consultation with Manager

*Enjoyment, Entertainment, Relaxation - Let's have a great time*

- Model exemplary leadership behaviours to provide and foster a supportive, collaborative and enjoyable work environment based on LHC's mission, vision and values
- Model exemplary professionalism in all client interactions
- Proactively address performance issues; take steps to drive performance improvement as a matter of priority
- Always provide honest, specific and constructive feedback
- Ability to conduct performance conversations with the team or individuals, including delivering constructive feedback or disciplinary action, in conjunction with Manager
- Consistently set and maintain high standards of work and service

### **Sales and Marketing**

- Manage and drive sales for the Club in all areas: Membership, Merchandise, Personal Training and assist with driving sales for Lavish Day Spa
- Ensure daily, weekly and monthly reports are submitted by their deadline
- Manage Group Fitness Instructors to achieve highly effective schedule within budgetary requirements
- Manage Personal Trainers to achieve high level service to members, ensuring clients are efficiently and effectively directed to PTs in efforts to drive Personal Training sales
- Maximise member retention and actively implement initiatives to do so, in conjunction with Management and the team
- Ensure remain up to date with and actively promotes products and services of LHC and informs members of current promotions
- Maximise selling opportunities through marketing initiatives and networking with local organisations and businesses in consultation with direct line Manager
- Marketing through social media is in line with the LHC brand image, values and goals

### **Customer Service**

- Provide exemplary service to all customers of LHC and the wider Lasseters company
- Monitor service levels through member and staff feedback and be solutions focused
- Build and drive cooperation, efficiency and dynamic service ethic within the team
- Seek to resolve issues at first point of contact with the view to achieving a win-win outcome
- Demonstrate highly developed interpersonal and communication skills
- Demonstrate an ability to influence and achieve desired results
- Proactively resolve customer complaints and provide feedback to relevant departments to avoid reoccurrence

### **Operations and Procedures**

- All club decisions need to be made in conjunction with your Club Manager
- Ordering of supplies and re-sale stock, ensuring Purchase Orders are placed for all supplies and are in line with forecasted budgets
- Ensure regular maintenance and timely repair of club equipment and facilities, with the ability to effectively communicate with relevant contractors
- Participate in and attend relevant organisational meetings and conferences
- Ensure regular meetings and performance reviews are conducted with the team

- Read all communication material at commencement of each shift and ensures employees do the same to allow for continuity of service
- Answers telephone within three rings, wherever possible, in a professional and friendly manner, taking and distributing messages with timeliness
- Ensure quality and accuracy of all documentation prepared by staff members, including: membership documentation, adhering to payroll processes etc.
- Maintain a thorough knowledge and understanding of all policies and procedures as specified in the Lasseters Employee Handbook
- Encourages feedback and communicates to the team, following up within 24 hours where necessary
- Carries out additional duties as assigned by Management
- Cleaning of equipment as rostered and during quiet times

### **Self-Management**

- Ability to deal with and resolve high levels of conflict or emotion
- Maintains a professional and customer relations focus when emotions are heightened
- Keep up to date with trends in the fitness industry and maintain Cert III Fitness Qualification (minimum)
- Effectively manages workload and meeting deadlines and manages multiple tasks whilst remaining optimistic and positive

### **MEASUREMENT (KPI's)**

- Consistently provides exceptional service in line with LHC's vision and values
- Maintains a knowledgeable team with high level of morale and motivation
- Maintains punctuality and timeliness in all areas
- Achieve sales targets as set by Management
- Staff and club operations are compliant with LHC's policies, procedures and Operational Guidelines
- Maintain and work to increase total membership base (base figure varies)
- Resolve all customer complaints in a timely and cost-effective manner. Ensure 100% of complaints are responded to within 48 hours
- Ensure all marketing is implemented in accordance with LHC's marketing standards and has management approval
- Ensure banking discrepancies are kept to less than \$20 per calendar month
- Ensure all reporting to relevant departments is accurate and on time
- Sales and Net Member Growth trending in a positive direction in line with budget forecasts

### **LEARNING & DEVELOPMENT**

- Individual's responsibility to maintain qualifications (i.e. Cert III & IV in Fitness, Senior First Aid & CPR, CEC points etc.)
- Copies of all qualifications and current certificates must be provided to your Club Manager upon commencement and any renewals must be provided once completed. Copies of these documents will be maintained on file within the HR department
- A commitment to consistently advance your knowledge of the fitness industry, effective sales practices and any other skills required for the role

**VALUES/ PROFESSIONAL BEHAVIOUR**

- Uphold Lasseters Health Club values: Performance, Respect, Integrity, Community and Excellence
- Uphold values in line with Lasseters Hotel Casino values: Customer Service, Enjoyment, Respect & Honesty, Profitability, Dedication, Community
- Focus on ongoing learning and personal development
- Contribute to building team spirit and building a supportive environment based on trust, respect and commitment
- Encouraged to contribute wherever there is an opportunity to improve operations

**We Value - Our Team - Our People**

**We offer you**

- Flexible working arrangements to support work - life balance
- Staff benefits, health club, 25% discount on food and beverages across Lasseters Operations
- Meals provided while you are on eligible shifts
- Uniforms are provided and laundered
- Professional development, training, and career advancement
- IHG Employee Benefit Programme Membership
- Staff & Family social events
- Potential discounted staff accommodation *settling in period*