



POSITION DESCRIPTION FORM

File No: PDF-F0429736

POSITION IDENTIFICATION

Title:	Gym Supervisor	Level:	Level 4
Service Unit:	Eaton Recreation Centre	Award:	Local Government Industry Award 2020 Industry Award Industrial Agreement
Directorate:	Community and Economic Development Development	Date Effective:	22 July 2026
Reporting to:	Coordinator Fitness	Date Last Reviewed:	22 July 2026

PURPOSE OF POSITION

- Provide day-to-day supervision and coordination of gym operations and Fitness Coaches to support safe, high-quality fitness services at Eaton Recreation Centre.
- Support the Coordinator Fitness to deliver programs, member engagement initiatives and services that encourage participation, retention and positive health outcomes.
- Promote an inclusive, motivating and customer-focused fitness environment consistent with the Centre's service standards 'exceptional service, every customer, every interaction.'

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

Fitness Operations and Member Experience

- Support the daily operation of the 24/7 gym, maintaining a safe, welcoming and engaging environment for members and visitors.
- Monitor fitness service delivery and provide members, Fitness Coaches and Personal Trainers with professional support, guidance and assistance.
- Support the planning, design, implementation/delivery and evaluation of fitness programs, challenges, campaigns and member engagement activities.
- Design, implement and promote member-facing programs, services and activities to increase participation, engagement and retention.
- Support the development and delivery of marketing content and member education resources that promote gym services and the safe, effective use of the facility and equipment.
- Monitor industry trends and member feedback, recommending service improvements and new initiatives as appropriate.
- Lead the member onboarding process, orientations, fitness assessments and exercise programming in accordance with role requirements.
- Use approved technology and systems to support efficient operations, accurate records and high service standards.

Team Leadership and Supervision

- Provide day-to-day leadership, guidance and support to Fitness Coaches and Personal Trainers as applicable.
- Prepare and maintain rosters and coordinate leave coverage to meet operational and budget requirements.
- Review timesheets and support monitoring of relevant expenditure within approved budgets and delegations.
- Assist with recruitment, induction, training and ongoing development of fitness staff.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Monitor staff qualifications, certifications and compliance with legislative and operational requirements.
- Foster a professional, accountable and collaborative team culture focused on customer service and continuous improvement.

Facility, Equipment and Supplies

- Conduct routine inspections of fitness equipment and gym facilities to maintain safety, cleanliness, presentation and hazard-control standards.
- Report equipment faults and coordinate routine maintenance requirements in a timely manner.
- Liaise with the Coordinator Fitness regarding servicing, repairs and equipment replacement requirements.
- Assist with monitoring external service providers and technicians undertaking maintenance works.
- Support stock control and ordering of fitness-related supplies and consumables.

Administration, Reporting and Improvement

- Complete and support administration associated with fitness operations, programs, staffing and member services.
- Maintain accurate records relating to attendance, participation, incidents, staffing and operational activities.
- Collect and report relevant participation, membership and performance data.
- Support the Coordinator Fitness to monitor performance outcomes and operational objectives.
- Contribute to the review and continuous improvement of procedures, work instructions and service standards.

Customer Service and General Duties

- Demonstrate and promote the Centre's customer service standards through responsive, professional and inclusive interactions.
- Respond professionally to customer enquiries, concerns and feedback, escalating matters in accordance with procedures.
- Work collaboratively with other Centre departments to support operational requirements and positive customer outcomes.
- Undertake required training and maintain relevant qualifications and industry knowledge.
- Undertake other duties within the scope of the position as directed by the supervisor or manager.

ORGANISATIONAL RELATIONSHIPS

Responsible for:	Fitness Coaches and Personal Trainers.
Internal Relationships:	All Shire of Dardanup employees and Elected Members.
External Relationships:	Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders, ratepayers, members and general public.

POSITION DIMENSIONS

Work Location:	Eaton Recreation Centre.
Delegated Authority:	Not Applicable at this level.
Driving Requirements:	C (Car) or CA (Car Automatic) class motor vehicle licence.

EXTENT OF AUTHORITY

This position operates under the direction of the Coordinator Fitness and under supervision either individually or in a team environment, within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

CORPORATE ACCOUNTABILITIES

Customer Service

- Deliver responsive, internal and external customer-focused services
- Maintain strong stakeholder relationships

Financial Management

- Manage budgets and ensure value-for-money outcomes
- Support accurate forecasting and reporting

Process & Improvement

- Lead continuous improvement and system optimisation
- Ensure audit-ready documentation and compliance

People & Culture

- Build workforce capability and a high-performance culture
- Support leadership development and engagement

Work Health & Safety

- Ensure compliance with WHS legislation and practices
- Promote a strong safety culture

Governance & Conduct

- Act with integrity and accountability
- Comply with policies, legislation and Code of Conduct
- Demonstrate and promote TRACES values through actions and behaviour.

VALUES

Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.



SELECTION CRITERIA

Essential:

1. Certificate III and IV in Fitness.
2. Demonstrated experience working within a gym, fitness centre or recreation facility environment.
3. Experience supervising, coordinating or mentoring staff.

	4. Experience developing exercise programs, fitness initiatives or member engagement activities. 5. Strong understanding of fitness industry trends, exercise programming principles and member retention strategies. 6. Experience preparing and maintaining staff rosters and coordinating workforce requirements. 7. Demonstrated ability to build positive relationships and deliver exceptional customer service. 8. Excellent verbal and written communication skills. 9. Strong organisational and time management skills, with the ability to manage competing priorities. 10. Demonstrated initiative, problem-solving skills and ability to work independently and as part of a team.
Desirable:	1. Experience designing and delivering fitness challenges, wellness campaigns or member engagement programs. 2. Experience using fitness management, leisure management or membership software systems. 3. Qualification in Exercise Science, Health Promotion, Sport and Recreation or a related field. 4. Experience within local government, leisure or recreation centre environments. 5. Group Fitness Instructor qualifications. 6. Understanding of the role recreation facilities play in supporting community wellbeing.