

**VISION STATEMENT:**

To be the leading dual-sector transformative university predicated on inclusiveness, innovation, and accessibility for Fiji and the Pacific.

**MISSION STATEMENT:**

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

**1. POSITION DETAILS**

- Position : Sports & Wellness Attendant
- Incumbent :
- Division : Office of The Pro Vice Chancellor Corporate Services
- Department : Department of Commercial Services
- Location : FNU Multipurpose Gym, Nasinu Campus
- Reports to : **Pro Vice Chancellor Corporate Services** through **Respective Section Head**

**2. PURPOSE**

The Sports & Wellness Attendant is primarily responsible to the Pro Vice Chancellor Corporate Services through Respective Section Head to assist in the administration and smooth day to day activities of the FNU Multipurpose Gym. The Sports & Wellness Attendant assists and promotes health and fitness to all students and staff using the FNU Gym. The incumbent is responsible for the operations, processes, and procedures and carrying out duties assigned relevant to his/her position. The tasks will be assigned by the immediate supervisor.

**3. ORGANISATION CHART**

Position of Your Immediate Supervisor: **Respective Section Head**

In the table below, write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
N/A	N/A

#### 4. KEY ACCOUNTABILITIES

##### **Customer Service**

- Provide excellent customer service by maintaining a positive and professional demeanour at all times
- Must promote gym programs and services to members and potential new members
- Support the marketing and outreach efforts to attract new members and retain existing ones

##### **Member Assistance**

- Assist members with the proper use of gym equipment and provide basic fitness advice and support
- Answer any questions members may have about gym facilities, programs, and services
- Greet members and guests as they enter the gym, providing a friendly and welcoming atmosphere

##### **Facility Maintenance**

- Ensure all gym areas, including workout rooms, locker rooms, and common areas, are clean and well-maintained
- Regularly inspect equipment for cleanliness and functionality, reporting any maintenance issues for all spaces mentioned above to the Team Leader Commercial Services
- Ensure proper arrangement and storage of gym, court, and facility equipment after use

##### **Safety and Security**

- Monitor the gym floor to ensure that members are using equipment safely and correctly
- Enforce gym rules and policies to ensure a safe and respectful environment for all members. Ensure that everyone entering the Complex adheres to health and safety policies and procedures
- Provide first aid assistance in case of injuries, emergencies and other relevant incidents and follow proper incident reporting procedures

##### **Team Collaboration**

- Work collaboratively with other Sports & Wellness Attendants and staff to ensure smooth and efficient operations
- Participate in staff meetings, training sessions, and development programs to stay updated on gym policies and best practices

##### **Administrative Duties**

- Conduct the registration of gym patrons
- Manage member check-ins and check-outs, ensuring accurate records of gym usage
- Assist in Multi-Purpose Court and Room bookings
- Assist in the organization and execution of fitness programs, classes, and events
- Handle member inquiries, feedback, and complaints professionally and efficiently, escalating issues to the Team Leader Commercial Services when necessary
- Establish and/or maintain the necessary relationships/contact with essential stakeholders

##### **Inventory Management**

- Monitor and manage inventory levels of gym supplies, re-hydration supplies, including towels, cleaning products, and first aid supplies
- Assist in ordering and restocking supplies as needed

<p><b>Records &amp; Reports</b></p> <ul style="list-style-type: none"><li>➤ Maintain daily reports such as sales, stock, hygiene, and facilities reports.</li><li>➤ Confidentiality of records and member details is maintained</li><li>➤ Provide accurate reports as and when requested.</li></ul> <p><b>Others</b></p> <ul style="list-style-type: none"><li>➤ Any other duties assigned by the Supervisor.</li></ul>
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**5. KEY CHALLENGES**

- Staff may be required to work days, evenings, weekends, and public holidays. The exact work schedule would be determined between the Worker’s Supervisor and the Worker. Working on shift work would be required.
- Ensuring conformity in the implementation of policies and processes in an organization with diversity in people and organizational culture
- Evening and weekend work will be required during sporting competitions.

**6. AUTHORITY LEVEL**

Operating Expenditure	: .....n/a.....
Capital Expenditure	: .....n/a.....
Others	: .....n/a.....

**7. QUALIFICATIONS & EXPERIENCE**

Essential:

- Certificate IV in Sports Science and/Certificate IV in Fitness (Personal Trainer)
- Be well-groomed and physically fit

Desirable:

- At least 6 months’ practical experience or gym experience will be an added advantage.

**8. KNOWLEDGE & SKILLS**

- Physically fit: A yearly fitness test will be conducted.
- The appointee should be well-versed in all types of gym training exercises,
- Well mannered, possess good communication and customer service skills,
- Ability to work independently and under pressure,
- Ability to problem solve and meet deadlines.
- The ability to contribute to a culture of high-quality service delivery
- The ability to deliver a high standard of customer service
- Excellent communication - high standard of spoken and written English
- Excellent time management skills and reliable
- Experience in customer-facing employment
- Knowledge of working within a fitness facility

- Self-motivated

## 9. WORKING RELATIONSHIP

INTERNAL	Frequency
Students	Regular basis
Staff	Regular basis

EXTERNAL	Frequency
Government departments and NGO's	As per need

## 11. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.