



JEFF ROUSE SWIM & SPORT CENTER

Job Description

Job Title	Group Exercise Coordinator
Department	Fitness
Location	Stafford, VA
Reports to	Fitness Director
Approved By	Eastern Sports Management
Approval Date	10/01/2017

Level	Type of position:	Travel	Amount Required:
	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Classification	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt		

JOB DESCRIPTION

The Group Exercise Coordinator manages group exercise instructors and programs within the Jeff Rouse Swim and Sport Center to maximize new member recruiting, member retention and facility profitability. The Group Exercise Coordinator oversees the Group Ex Classes and Instructors to ensure all programs are run enthusiastically, safely and securely and within the guidelines of the JRSSC. The Group Exercise Coordinator will report directly to the Fitness Director and the General Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Recruit and retain members through providing first class programs, facilities and guest services
- Recruit, hire, train, evaluate, coach and supervise all Group Exercise classes and instructors
- Oversee Group Exercise classes and instructors
- Create, implement and manage Group Exercise instructors' schedules
- Ensure all classes begin and end on time
- Ensure equipment is put away and studio remains ready for next class
- Prepare/coordinate appropriate exercises for scheduled class
- Maintain fitness center and other associated areas in first class condition at all times through cleanliness and safety
- Review and submit payroll reports, as assigned
- Personally address member suggestions and complaints as they arise in a way that leaves the member feeling "heard" and appreciated, while still protecting the interest of the JRSSC
- Address any and all employee issues in a fair and consistent manner according to established JRSSC guidelines
- Monitor and evaluate the quality of Group Exercise classes through surveys, phone calls and other means
- Communicate and engage group exercise as part of the member experience
- Complete and accurately submit new hire paperwork before new employee begins work
- Create and maintain current spreadsheet of certifications of all Group Exercise Instructors
- Enroll new and current members into programs
- Keep Group Exercise programs "relevant" according to industry standards and trends
- Report incidents, inquiries, complaints to Fitness Director
- Track member attendance

- Secure substitutes for classes when instructors are unable to work
 - Inform Fitness Director of substitute
 - Confirm with substitute
- Must be able to perform workout and teach instructors
- Must be able to prepare/choreograph exercises that are appropriate for designated class
- Knowledge of & respect for Jeff Rouse Swim and Sport Center Mission
- Knowledge of the rules and regulations of JRSSC, including its Personnel Handbook, and abide by them
- Perform other duties and responsibilities as needed, required, or assigned by the General Manager

SUPERVISORY RESPONSIBILITIES

- Directly supervises 15-20 employees within Group Exercise
- Is responsible for the overall direction, coordination, and evaluation of these units
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Collects and researches data; designs work flows and procedures.
- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills; uses technology to increase productivity.
- Design - Generates creative solutions; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

- Performance Coaching - Defines responsibilities and expectations; sets goals and objectives; gives performance feedback; motivates for increased results; recognizes contributions; encourages training and development.
- Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Business Acumen - Understands business implications of decisions; aligns work with strategic goals.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Impact & Influence – Achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.
- Recruitment & Staffing - Utilizes recruitment sources; exhibits sound interviewing skills; presents positive, realistic view of the organization; analyzes and forecasts staffing needs; makes quality hiring decisions.
- Cost Consciousness - Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Consultative Selling - Qualifies potential customers; applies product and market knowledge effectively.
- Achievement Focus – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.
- Sales Skills - Initiates new contacts; maintains customer satisfaction.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual must have working knowledge of Microsoft Office (Word, Excel, Power Point, etc.). Upon hire and training, the individual must be able to successfully utilize the Jeff Rouse Swim and Sport Center Member/Guest registration software and Timeclock software.

Certificates, Licenses, Registrations: To perform this job successfully, an individual must possess the following:

- Nationally accredited certification for group exercise instructor
- CPR/AED
- First Aid

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to talk or hear.
- The employee is frequently required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms.
- The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this Job, the employee is occasionally exposed to outdoor weather conditions.
- The noise level in the work environment is usually moderate to loud.

I, _____ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this JRSSC Group Exercise Coordinator Job Description.

Employee's Signature

Date

Fitness Director (Print Name)

Fitness Director's Signature

Date

Human Resources (Print Name)

Human Resources Signature

Date