**Job Description**

**Job Title**: Strength Coach

**Location**: [Insert Location]

**Department**: [Insert Department]

**Reports to**: [Insert Report]

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2. **Job Overview:**

ZeroW’s dedicated and dynamic Strength Coaches deliver exceptional training and coaching services to our members, ensuring they achieve their fitness goals and maintain a healthy lifestyle.

The Strength Coach is responsible for

* Sales
* Customer Service
* Coaching
* Maintaining Culture and Environment
* Maintaining equipment,
* Maintaining gym cleanliness
* Ensuring compliance with health and safety regulations,

1. **Key Responsibilities:**
   1. **Sales**:

* Identify and engage with clients and potential client to understand their needs.
* Identify and articulate how ZeroW can meet those needs.
* Sell memberships & services to prospective customers.
* Upsell ZeroW services to existing members.
  1. **Customer Service:**
* Develop and maintain friendly relationships with members, and other staff, encouraging retention and new sign-ups.
* Promote a positive customer experience by maintaining consistently high standards of service.
* Address and resolve member inquiries, complaints, and emergencies promptly.
  1. **Coaching**
* One-on-one coaching
* Technique Sessions
* Creating coaching programs
* Coaching clients at competitions
  1. **Facility and Culture Management:**
* **Culture**: The gym manager is the exemplar of ZeroW’s values. Refer to PRC-XXX. At all times the Gym Manager should lead by example, modelling the values and behaviours.
* The manager must ensure that the culture and atmosphere of the gym is maintained in accordance with the Vision, Mission and Values of ZeroW.
  1. **Equipment Management**
* **Cleanliness**: ensure that required cleaning tasks are completed daily, weekly and month. Ensure that completion of these tasks is recorded. Refer to PRC-XXX
* Conduct regular inspections of the facility and equipment to ensure cleanliness and functionality. Refer to PRC-XXX
* Fulfil duty of care to clients by ensuring that all equipment is in good working order.
* Follow protocols for equipment maintenance and repair to minimise downtime. Refer to PRC-XXX
* Ensure compliance with all health and safety regulations.
  1. **Administrative Duties:**
* Point of Sale for drinks, merchandise and other discretionary items
* Responding to emails
* Social media engagement with target market

1. **Qualifications:**

* Minimum ASCA Level 1
* Cert 3 & 4 in fitness preferred
* ZeroW Coaching Course, or a commitment to complete it while employed
* Strong leadership skills with the ability to motivate and manage a diverse team.
* Excellent customer service and interpersonal skills.
* Ability to multitask and adapt to changing situations.
* Current First Aid & CPR qualification
* Experience using gym management software and the willingness to learn.

1. **Skills and Abilities:**

* Strong organisational and time-management skills.
* Effective communication skills, both written and verbal.
* Ability to handle stressful situations with a calm and professional demeanour.
* Ability to adapt to dynamic situations.
* Ability to manage people and work as a team.
* Basic computer skills and a willingness to learn new skills as required.

1. **Resources**

* ZeroW Vision, Mission & Values PRC-XXX
* Cleaning forms and procedures PRC-XXX
* Equipment maintenance forms and procedures PRC-XXX
* Company Policies
* Client on-boarding process PRC-XXX

1. **Revision History**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Description** | **Author** |
| 0.1 | 02th July 2024 | Draft | Michael Kingston |
| 0.2 | 24th July 2024 | Review with Thomas | Michael Kingston |
| ‍0.3 | 29th July 2024 | Additional management duties | Michael Kingston |