



SXL Gymnastics – Position Profile

JOB TITLE: *Junior Office Assistant/ Trainee Coach*

JOB TYPE: *Full-time (38 hours per week average, over 4-week cycle)
N.B. May include Saturday classes and birthday parties.*

LOCATION: *Unit 2, 72-74 (Lower) Gibbes Street Chatswood, NSW 2067*

SUPERVISOR/MANAGER: *SXL Program Manager*

MAIN DUTIES/RESPONSIBILITIES:

- *Front desk reception – customer service, greeting clients and students, handling incoming and outgoing telephone enquiries.*
- *Junior coach – under the supervision of SXL coaches you will be trained in the fundamentals of gymnastics and methods of instructing young gymnasts.*
- *Office administration including mail, filing, emails, data entry (Excel), photocopying.*
- *Processing payments for gymnastics classes, birthday parties and holiday programs.*
- *Assisting with setting up equipment for gymnastics classes.*
- *Providing support and assistance to coaches and office staff.*
- *Promoting the key values and programs of SXL Gymnastics to build strong relationships and foster new and repeat clients.*
- *Working as an active and productive member of the SXL team on special projects, including assisting the end of year gala concert and awards night.*
- *Serving and selling to customers – snacks, drinks and coffee.*
- *Maintaining a clean and safe workplace and assisting with daily tasks at the gymnastics centre including emptying rubbish bins, wiping tables and benches, cleaning coffee machine, ensuring cleanliness of staff kitchen and waiting areas, stocking drinks fridge and replenishing snack items.*
- *Other tasks as directed.*

SKILLS & EXPERIENCE

Education and qualifications:

- *Higher School Certificate or equivalent or TAFE Certificate is desirable.*

Experience:

- *Previous work experience in a customer service, office role or community environment would be highly regarded.*
- *Experience in gymnastics or coaching is desirable.*

Skills and attributes:

- *Excellent verbal communication skills – face to face, telephone and email, with the ability to deal effectively with people of all ages, including young children, parents and carers.*
- *Energetic, punctual and reliable.*
- *Friendly and enthusiastic manner with a “can do” attitude.*
- *Solid Microsoft Office skills (Word, Excel and Outlook).*
- *Accurate data entry and keyboard skills.*
- *Organised and able to meet deadlines.*
- *Takes initiative - always looking for things to do and finding ways to assist team to ensure smooth workflows.*
- *Flexible and adaptable – willing to take on a range of duties as required and complete work methodically to meet the needs of a busy gymnastics centre.*
- *Strong team player – cooperative and positive manner.*

Training opportunities:

- *Following an initial three-month probation/trial period and confirmation of permanent position, the successful candidate will be offered training to achieve –*
 - *Gymnastics NSW Beginner Coaching qualification;*
 - *First Aid Certificate*

PERFORMANCE GOALS:

- *Excellence in customer service – positive feedback from gymnasts and customers.*
- *Complete administration tasks on time with high levels of accuracy.*
- *Deal with clients, suppliers and other employees professionally at all times.*
- *Ensure office and gym centre is clean and presentable at all times.*

SALARY:

- *Wage will be paid in accordance with the Fitness Industry Award, depending on age and experience.*
- *Wages are paid monthly via bank deposit into a nominated account.*