

MVP METRO POSITION DESCRIPTION

FITNESS/PERSONAL TRAINER STAFF MVP METRO

Department: MVP Metro: Fitness

Supervisor: MVP Metro Fitness Manager

PRINCIPAL FUNCTION

To be responsible for assigned members, overseeing their overall club experience. This may include deliver of all aspects of the NEWFIT program. Member instruction in use of all equipment, safety and exercise instruction during floor work. Provide members with personal training, when requested by the member. Overseeing the Medical Member clients and assisting the Rehab Staff with patients, as needed. This also includes keeping the equipment and fitness area clean and maintained, as well as any other duties aimed at providing a positive atmosphere for the members.

RESPONSIBILITIES

N.E.W.F.I.T.

1. Meets with each new assigned member as part of the NEWFIT program. Performs the first club visit and provides: Orientation to the club, fitness assessment when requested or indicated, instruction in the use of all fitness floor equipment, observing that the client feels comfortable exercising in an independent manner. Schedules them for a Second Club Visit.
2. Remains responsible for the orientation, satisfaction, and retention of each assigned member, staying in contact with that member on an as needed basis.
3. Performs follow-up phone calls and/or mail-out surveys on all assigned members at regular intervals, ascertaining their overall satisfaction with every area of the club.
4. Schedules and performs Third Club Visit with each assigned member.
5. Orients each assigned member to all aspects of the personal training program and is responsible for that individual, should they elect to purchase training sessions. Sets appointments and carries out the personal training sessions as indicated per the member's assessment and goals.

6. Assists the Fitness Manager in maintaining an appropriate level of educational materials for members relating to the fitness field via the article sections of the information center. Assist with the MVP Metro Activity Guide as indicated.
7. Formulates activities to increase member usage of the Athletic Club. Contacts low and non-usage members to encourage participation.

FLOOR WORK / PALM COURT

1. Works at least one shift on the fitness floor per week, overseeing all floor activities, ensuring that members are exercising in a safe and effective manner.
2. Ensures that the fitness floor is clean and safe at all times. Oversees the cleaning, preventative maintenance and proper usage of all equipment. Recommends repair or replacement if damaged or not functioning safe or properly. Recommends the purchase of new equipment as needed. Ensures a safe working environment for all members, guests, and staff.
3. Resolves any member issues through effective customer service skills and referral to the appropriate Metro authority. Enforces club rules and guidelines, taking appropriate action where indicated and reporting any problems to the Fitness Manager.
4. Responds in emergency situations, notifying the appropriate authorities where indicated.
5. Assists in the supervision of rehab patients that are exercising on the fitness floor with the Rehab Team. Promotes the rehab program and utilizes the rehab staff as indicated.
6. Works with the Rehab Team in transitioning rehab patients and assist with the Medical Membership Program as needed.
7. Works with the Group Exercise Team to coordinate any activities taking place on the fitness floor.

PERSONAL TRAINING

1. Demonstrates initiative to gain new clients by way of NEWFIT program, being proactive on the floor, and by seeking out referral clients.
2. Maintain records of client workouts, notes, and workout dates in client folder.

3. Maintain the appropriate number of personal training clients and performs the appropriate number of first club visits per week. Turns in the weekly tracking log.
4. Turns in all weekly reports, including commission report for appropriate compensation.
5. Assists with the Palm Court Basics program if appropriate.
6. Becomes a primary sales person for all fitness programs in the club, promoting the other trainers in the fitness department, as well as other programs in the club.
7. Assists with any kid's fitness activities as needed.
8. Personally maintains a working knowledge of basic theoretical concepts and keeps current with research and trends in the field. Maintains certifications and membership in professional organizations.
9. Maintain a neat and professional personal appearance, by wearing the MVP Metro uniform (see uniform matrix) and name badge.
10. Participate in weekly Fitness Staff meeting with sales training, continuing education exercises, and team building.
11. Assists in the New Trainer Education Program as needed.
12. Achieve Quarterly Individual Sales Projection.

PROMOTIONAL RESPONSIBILITIES

1. Actively promote at least one facility program and/or special event during moments of customer contact.
2. Introduce himself/herself to five new customers during each scheduled floor shift.

REQUIREMENTS

1. College degree preferred, preferably in fitness or a related field.
2. In the absence of a degree, certification through NASM (CPT), ACSM (HFI), NSCA (CSCS), NSCA (CPT), NASM (CPT, PES, IFS or SFS), NATA (ATC), NPTI (National Personal Training Institute) or APTA (licensed physical therapist) required. In the event of a trainer being hired without a NASM certification, **he or she will be required to attain it within 3 months of hire date.**

3. Minimum of two (2) years of customer service related experience.
4. Current CPR and First Aid Certification. In the event of a trainer is hired without CPR or First Aid Certification, he or she will be required to attend MVP Metro in-house certifications for those requirements within the first 30 days of start date.
5. Experienced in exercise testing and prescriptions with a technical expertise to perform health risk appraisals, fitness assessments, and other indicated assessments.
6. Communication and leadership skills needed to supervise and motivate a team.
7. Computer skills needed to utilize club and equipment software.
8. Ability to demonstrate verbally and/or physically the proper use of the equipment.
9. Must be able to stand 95% of the work shift.
10. Ability to demonstrate basic exercises that include bench press, vertical row, squat, leg press, sit up and shoulder press.
11. Ability to lift a minimum of 75 lbs of weight.
12. Ability to safely spot a participant in the use of a minimum of 135 lbs. during lifting exercises.
13. Bending, stretching, kneeling, stooping, straining, running and pushing.