

Job Description: Personal Trainer	
Classification: Personal Trainer Sessional Rates	Effective Date: February 2026
Reports to: Gym Team Leader (AQBH) Health & Fitness Coordinator (AQN)	Tenure: Sessional

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position will provide a high quality of customer service and individualised fitness instruction in a safe and hygienic environment to their personal training clients in a 1-

1 or small group setting. The sessions are completed in accordance with industry standards, to assist in the improvement of patron's health and wellbeing. This role is responsible for driving personal training revenue, maintaining high client retention through results-based programming, and ensuring a safe training environment that assists patrons in achieving specific health and wellness outcomes.

Key Responsibilities

Position Specific Responsibilities

- Provide high-quality customer service in accordance with Whitehorse City Council & Aqualink policies and procedures.
- Conduct pre-exercise screenings and fitness assessments, design and implement individualised exercise programs, and provide ongoing support in line with industry standards and Centre procedures for Personal Training Clients.
- Supervise patrons and advise, educate, and demonstrate safe and correct exercise methods and techniques during Personal Training sessions.
- Monitor and assess client progress, needs, and goals, modifying programs as required.
- Proactively follow up and respond to assigned Personal Training enquiries in a timely and professional manner.
- Accurately record session details, maintain client files, daily logs, and input sessions into PGM in accordance with Centre procedures.
- Ensure all patron health and personal information is documented, stored, and treated in accordance with Centre procedures and the Privacy Act.
- Liaise with the Health and Fitness Coordinator & Gym Team Leader to ensure the effective delivery and implementation of personal training services.
- Positively promote Aqualink, its facilities, services, and programs to members and patrons.
- Maintain a clean, safe, and welcoming gym environment with your clients including cleaning equipment after use.
- Ensure the safety of clients at all times and respond to first aid and emergency situations in accordance with Centre procedures.
- Contribute ideas and feedback to support service improvements, program development, and enhanced member experience.
- Attend and contribute to team meetings in accordance with Centre requirements.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the shift supervisor.

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Certificate IV in Fitness or Bachelor Degree in Exercise and Sports Science/Human Movement
- AUSActive Registration or Exercise & Sport Science Australia (ESSA) Accreditation or equivalent accreditation.
- HLTAID011- Level 2 First Aid Certificate.
- HLTAID009 - CPR Qualification.
- Satisfactory National Criminal History Check.
- Employee Working with Childrens Check

Technology:

Basic skills in data entry.

Ability to use Microsoft Office applications including Excel.

Ability to use Perfect Gym Solutions.

Basic skills to utilise gym consultation and program applications.

Other technical skills:

Good customer service skills.

Ability to demonstrate and coach patrons on safe exercise methods and techniques.

Excellent knowledge of exercise prescription.

Interpersonal Skills

- Good oral and written communication skills to enable positive interaction with patrons and other employees.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Friendly, enthusiastic and professional approach.

Key Relationships:

- The position will liaise with other team members, senior staff & patrons.

Management Skills

- Ability to work as part of a team and individually under routine supervision.

- Ability to provide on the job training based on skills and experience.
- Ability to organise and forward plan for patron sessions under general supervision.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Required current qualifications/certificates under “selection criteria essential – qualifications and experience”.
2. Demonstrated ability to safely instruct, coach, and supervise patrons in correct exercise methods and techniques.
3. Sound knowledge of exercise prescription, program design, and progression for a range of fitness levels and abilities.
4. Well-developed oral and written communication skills to enable positive, professional interaction with patrons and colleagues.
5. Proven ability to organise, plan, and manage individual patron sessions effectively under general supervision.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	✓	5+ times a shift	
Hand/Arm Movement Tasks involve use of hand/arms	✓	5+ times a shift	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	5+ times a shift	
Standing Tasks involve standing in an upright position	✓	5+ times a shift	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	✓	2-4 times a shift	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	2-4 times a shift	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	2-4 times a shift	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	2-4 times a shift	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	5+ times a shift	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: