



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: **Wellness Coach**

FLSA Status: Non-exempt

Status: P/T

Reports to: Director of Operations

Department: Wellness

Revision Date: August 1, 2023

Position Summary

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, directly responsible and accountable for the monitoring and instruction of members on exercise equipment. Maintains cleanliness and organization of the exercise equipment and wellness area.

Essential Functions

- Participate in delivery of services to members to ensure excellence.
- Create a positive environment where everyone feels welcome, and encourage and motivate others to become more involved in the Y.
- Introduces self to members and greets them by name when entering the Wellness Center; asks open ended questions to learn the wellness goals of our members and provides recommendations to improve fitness routine.
- Conducts New Member Onboarding Appointments with members to increase member engagement and retention.
- Responsible for wellness center floor equipment maintenance, repair, and **cleanliness**.
- He or she emphasizes customer service, facility cleanliness, dress code, abiding by and enforcing all facility policy and procedures, and upholding the highest standards of performance to promote the Y's culture of honesty, professionalism, and genuine concern.
- Uses Listen First skill to engage members in new programs at the YMCA (including but not limited to Group Exercise Program, Personal Training, and Jump Start).
- Aggressively covers the floor during assigned shift.
- Ensures that all staff actively (including self) cleans the fitness room.
- Participates in the set-up, breakdown, and cleaning of group exercise equipment.
- Assist with all projects, health promotions, YMCA national or branch programs, and all promotions.
- The employee may perform other related duties to meet the ongoing needs of the organization.

YMCA COMPETENCIES (Team Leader)

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champion's inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailor's communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change, model's adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

Education Requirements

- Preferred current student or some college in the fields of Health, Exercise, or Education; Personal Training Certification from an accredited program; Life Coaching Certification from an accredited program; or combination of equivalent education and experience.
- The following E-Learning class to be completed within the first 30 days of employment:
 - Orientation to Healthy Living at the Y
 - Principles of Member Health and Wellness
 - Wellness Center at the Y

Job Requirements

- CPR/AED certification and other specific training that may be required from time to time at the discretion of senior management.
- Must demonstrate a personal commitment to the mission of the YMCA.
- Must set the example for others to follow.
- Good communication skills (written and verbal) are essential, along with a demonstrated ability to work effectively with people as part of a team.
- This position requires good organizational skills, strong human relation skills, ability to adapt to a changing environment, and knowledge of the YMCA operational procedures and programs.
- Must be able to promote the programs and services of the YMCA, have a working knowledge of operating computers, and exhibit good health habits.
- Must have the ability to establish and maintain harmonious relationships with members, staff, and volunteers is essential.
- Must be 18 years and older.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Ability to work in a fast-paced environment which includes ability to multitask.
- Sufficient strength, agility and mobility to perform essential functions of the position.