

# YMCA OF THE GREATER TRI-VALLEY

## JOB DESCRIPTION

**Job Title:** Wellness Center Coach or Instructor

**Department:** Health and Wellness

**Reports to:** Health and Wellness Program Director

### GENERAL FUNCTION:

Under the supervision of the Health and Wellness Program Director and consistent with the YMCA Mission, the Wellness Center Instructor is responsible for the services and operations offered in the wellness center while providing high quality services for members, participants and guests of the YMCA.

### KNOW HOW

- Ability to develop and maintain high levels of customer service with members and guests
- Must have knowledge of weight room equipment, cardiovascular equipment, and general strength training principles as well as being knowledgeable in basic anatomy, physiology, and nutrition.
- The ability to represent the YMCA in a mature and professional manner, holding true to a commitment to the YMCA's values, philosophies, and ideals.
- Training and Certifications: CPR, AED, First Aid, HR Orientation, Child/Adult Abuse Prevention, on-going YMCA trainings, YMCA Healthy Lifestyle Principles and Strength/Conditioning. Trainings and certifications must be obtained within the first 60 days of employment or next available certification training. Failure to comply with attending trainings and obtaining/maintaining current certifications may result in pay reduction or possible termination.
- Possesses sensitivity and patience in dealing with the inactive population of which many may have poor self-image and are very intimidated by exercise and workout areas. Ability to empower members to develop confidence and continually motivate throughout their Fitness experiences at the YMCA.

### PRINCIPLE RESPONSIBILITIES

- Must be punctual for all shifts.
- Address questions and concerns of YMCA members with exceptional service and ensures adequate follow through in a timely manner.
- Contribute to the fulfillment of the YMCA mission
- Responding appropriately to any/all safety concerns, reporting all incidents to direct supervisor and providing any necessary follow-up.
- Assist members with attaining their fitness/wellness goals.
- Conduct thorough orientations on the exercise equipment and exercise programs for members.
- Follow up and on-going assistance with members via, phone, face-to-face, cards, and any other quality service follow-up.
- Assist members with equipment educating on using proper form, spotting, and plate loading and unloading.

## YMCA OF THE GREATER TRI-VALLEY JOB DESCRIPTION

- Responsible for Wellness Center and track during your shift ensuring a safe and clean environment.
- Giving guided tours, answering all questions, and making all members/guests feel well informed and welcome.
- Enforces facility policies and procedures.
- Attends staff meetings and any other training as assigned.
- To be active participant in the YMCA's Activate America Program and Association events
- Any other duties assigned.

### PHYSICAL REQUIREMENTS

Smiling, sitting, climbing, crouching, standing, kneeling, swimming, carrying (45 pounds), pushing, lifting (45 pounds), and walking-all of these functions must be performed with or without reasonable accommodation.

### END RESULTS

- The mission of the YMCA is being fulfilled throughout all member service and wellness related programs.
- Increased professionalism of YMCA services
- Members attained fitness/wellness goals.
- Wellness center kept safe and clean
- Satisfactory attainment of the YMCA's goals and objectives
- Growth in membership, high member satisfaction, increase member retention, and loyal YMCA members.

### MINIMUM EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before groups of customers or employees of organization.

### MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

**OTHER PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**YMCA OF THE GREATER TRI-VALLEY  
JOB DESCRIPTION**

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and risk of electrical shock. The noise level in the work environment is usually moderate.

**Employee Statement:** I have read and understand the above job description. I understand that I must follow all the policies and standards put forth to me in this job description, the Employee Handbook, and any other departmental or association policies. I certify that I have shown proof of required certifications and will maintain current certifications as listed above.

Employee Signature: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date agreement reached: \_\_\_\_\_