



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELLNESS CENTER STAFF JOB DESCRIPTION

Job Title: **Wellness Center Staff**

Reports to: Wellness Director

POSITION SUMMARY:

This position supports the work of the Y, a leading non-profit committed to strengthening community through youth development, healthy living and social responsibility. Interacts with new and existing members to help them in achieving their health and well-being goals. Creates a welcoming environment for all members of all backgrounds and abilities. Staff must ensure the safety of people in the fitness center at all times.

ESSENTIAL FUNCTIONS:

1. Greeting and engaging members while walking all areas of the fitness floor at all times outside of providing demonstrations.
2. To instruct members in strength training principles, training procedures, exercise techniques, and proper exercise equipment use.
3. Answers questions from members to support them in achieving their goals related to healthy living. Maintains working knowledge of wellness and trends to provide effective information and support to members.
4. Builds effective, authentic relationships with members; helps members connect with each other and the YMCA. Introduces new members to group exercise communities based on their health and well-being goals.
5. Provide fitness and equipment demonstrations and explanations for members and guests.
6. Conducting regular follow-up phone calls and communication with participants.
7. Utilizes tools and information for the purpose of increasing member knowledge of wellness as well as wellness programs provided through the YMCA (handouts, schedules, etc.).
8. To perform administrative functions such as workout card system management, member calls, work request updates, shift responsibility checklist, etc.
9. Maintains and cleans equipment according to the schedule or as requested by supervisor.
10. Follows YMCA policies and procedures; responds to emergency situations.
11. Attends all staff meetings and participates in appropriate workshops.
12. To enforce Wellness Center rules and procedures. Report accidents or injuries and complete appropriate reports.
13. Checking the safety and maintenance of equipment regularly and reporting any issues to Wellness Director.
14. Educate and encourage members to participate in Annual Campaign.
15. Demonstrate four character values; caring, honesty, respect, responsibility.
16. Performs other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. 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.

QUALIFICATIONS:

1. Must be 18 or over and working toward a fitness degree in exercise science or other fitness certification through Y-USA or a national accredited program.
2. CPR, First Aid, AED certifications (or able to obtain within 30 days of hire date.)
3. Online West Bend Training completed first 30 days
4. Listen First Training completed first 60 days
5. Other training modules as assigned
6. Previous experience with diverse populations preferred

WORK ENVIRONMENT & 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.
- Ability to perform all physical aspects of the position, including walking, standing, bending, reaching, and lifting up to 50 pounds

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s date: _____