

**Cleveland County Family YMCA  
Job Description**

**Position Title:** Wellness Coach  
**Incumbent:** None  
**Reports To:** Wellness Director

**Non-Exempt:** Part-time  
**Branch:** Dover Foundation

**GENERAL FUNCTION:** Under the supervision of the Wellness Director and consistent with the Christian mission of the YMCA, the Wellness Coach will provide supervision and instruction to members in the Wellness Areas. The Coach is responsible for assisting the branch in membership development and retention through quality leadership and continuous follow-up.

**KNOW HOW:**

- 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.
- Trainings and Certifications: Infant/Child CPR, Adult CPR, First Aid, New Staff Orientation and Child Abuse Prevention. YMCA Principles of Healthy Lifestyles and Personal Training certifications must be obtained within the first 60 days of employment or next available certification training. Failure to comply with attending trainings and obtaining and maintaining current certifications will result in pay reduction or possible termination.
- The ability to lead in a positive way for highest results with staff and member satisfaction.
- The ability to listen to the questions and concerns of YMCA members and take ownership in responding back to the member.
- Possesses sensitivity and patience in dealing with the inactive population of which many have a 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.
- Possesses knowledge of wellness concepts for it is beneficial to promote a well-rounded healthy lifestyle.
- Have the ability to identify with YMCA members for relationship development and customer service.
- Be committed to personal exercise program for good role modeling.

**PRINCIPLE RESPONSIBILITIES:**

- Conduct one on one orientations and appointments with YMCA members.
- Educate YMCA members on exercise principles and other fitness related areas.
- Supervise YMCA member's workouts by supervising the floor and giving constructive feedback for maximum fitness gains.
- Provide continuous feedback and guidance to YMCA members.

- Encourage YMCA members to meet their own determined fitness goals and to continue with their program.
- Contact YMCA members through personal phone calls, postcards and by leaving messages on kiosk. After initial visit it is imperative that a message is left for the Fitlinxx participant or any new member.
- Resolve any and all issues or conflicts YMCA members may be experiencing.
- Maintain the Wellness areas for cleanliness, i.e. dusting, wipe down equipment, etc.
- Follow all YMCA policies and procedures. Including the enforcement of the rules of the Wellness Center and YMCA while maintaining a respectful and professional attitude. You are responsible for both Wellness Centers during your shift. This includes the gym and track.
- Must be punctual for all shifts.
- Present a professional image of the YMCA on and off the clock.
- Be an active participant with the YMCA's We Build People Campaign.
- Any other duties assigned.

#### **PHYSICAL REQUIREMENTS:**

Requires smiling, corrected vision, hearing, and speech to normal range, or special accommodations made of sufficient nature for completion of assigned tasks. Often requires lifting and carrying. Ability to walk, stand, stoop, and climb.

#### **END RESULTS:**

- The Mission of the YMCA is being followed within all Wellness programs and operations.
- Attain YMCA membership retention goals of all Fitlinxx Participants and members who use wellness facilities.
- Increased professionalism of YMCA services.
- Growth in wellness programs and opportunities within the YMCA and community.
- Happy, satisfied and loyal members.

For more information you may contact or send applications/resumes to:

Tracee Murrell, Wellness Director

Dover Foundation YMCA

411 Cherryville Road

Shelby, NC 28150

(704)669-3633

[tmurrell@clevecoymca.org](mailto:tmurrell@clevecoymca.org)