

**Cleveland County Family YMCA
Job Description**

Position Title: Wellness Coach
Reports To: Wellness Specialist

Exempt: Non-Exempt
Branch: Ruby C. Hunt YMCA

YMCA MISSION: Helping all people reach their God given potential in spirit, mind and body.

GENERAL FUNCTION: Under the supervision of the Wellness Specialist and consistent with the Christian mission of the YMCA, the Wellness Coach 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.
- 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.
- Trainings and Certifications: Infant/Child CPR, Adult CPR, AED, First Aid, New Staff Orientation, Child Abuse Prevention, ongoing YMCA 101 trainings, YMCA's- 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 and maintaining current certifications will result in Pay Reduction or possible termination.
- Knowledgeable in basic anatomy, physiology, and nutrition.

PRINCIPLE RESPONSIBILITIES:

- 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 ongoing assistance with members via Fitlinxx, phone, face to face, cards and any other quality service follow-up, while responding to Fitlinxx triggers in a timely manner.
- Assist members with equipment- educating on using proper form, spotting, plate loading and unloading.
- 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 an active participant in the YMCA's We Build People Campaign.
- Any other duties assigned.

PHYSICAL REQUIREMENTS:

Smiling, sitting, climbing, crouching, standing, kneeling, swimming, carrying (45 lbs), pushing, lifting (45 lbs) 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 and track areas kept safe and clean.
- Satisfactory attainment of the YMCA's goals and objectives.
- Growth in membership, high member satisfaction, increased member retention and loyal YMCA members.

We understand and mutually accept that the above description represents our agreement as to the job to be performed.

Employee Signature Date

Supervisor Signature Date