

WELLNESS COACH JOB DESCRIPTION/POLICIES AND PROCEDURES

Job Title: **Personal Trainer**

Job Code:

FLSA Status: Non Exempt

Start Date:

Reports to: Wellness Director

YMCA MISSION: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA AREAS OF FOCUS: Youth Development, Healthy Living, Social Responsibility

YMCA CHARACTER DEVELOPMENT: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the Membership Services desk and lobby area.

****ESSENTIAL FUNCTIONS:**

1. Develops and teaches class content appropriate to the course description and level; develops appropriate tools necessary to offer quality training; provides feedback to class participants and proper instruction in use of support materials.
2. Facilitates learning through classroom instruction, webinars, and virtual and blended learning; incorporates a variety of presentation methods and applications to accommodate adult learning styles.
3. Provides a safe caring environment for all participants; enforces all general policies if applicable; completes any necessary reports and forms, i.e., attendance records, certifications, etc.
4. Prepares for training activities including preparing lesson plans, organizing relative equipment, etc. May be required to set-up and break-down materials and equipment used for instruction.
5. Manages classroom environment and adapts instructional style depending on the audience.
6. Makes recommendations to managers regarding participants' overall learning experience, including follow-up study materials.
7. Supports departmental initiatives and identifies ways to enhance learning effectiveness.
8. Serves as resource for staff in all matters relating to their training expertise.
9. Performs other duties as assigned.

SERVICE SKILLS:

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.
7. Address of complaints/concerns immediately.

8. Carry out other duties as assigned.
9. Be alert to safety factors and potential hazards.
10. Always look for ways to improve performance.
11. Emphasize fun, make the Y a happy place with positive relationships.
12. Use the 15, 10, 5 rule. Eye contact, smile, engage.

RELATIONSHIP SKILLS:

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Smile

QUALIFICATIONS:

1. High school diploma or GED preferred
2. Current certification to be an instructor in discipline desired to instruct. Credentialing as required by state law for course to be taught or administered. Proof of certification and/or credentials required.
3. Previous experience providing instructions, training others or other related experience preferred.
4. Ability to communicate course material in a clear and understandable manner.
5. Ability to teach effectively in different learning environments
6. Basic computer/typing skills and demonstrated ability to utilize standard office software.
7. Ability to use online, web-based technology for course related training documents and for regular communication.
8. Access to transportation to branches and training locations.
9. Must be available to work a flexible schedule including evening and weekends.

EFFECT ON END RESULTS:

This position ensures that YMCA members, potential members, and facility guest receive great customer services.

- Demonstrate a friendly environment for all individuals entering the facility.
- High member satisfaction through clear communication of membership and program information.
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

**Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.