

WELLNESS COACH JOB DESCRIPTION

Job Title: **Wellness Coach**

Job Code:

FLSA Status: Non Exempt

Start Date:

Reports to: Sports and 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. Coaches members in support of their desired behavior change. Regularly checks on members' progress in meeting personal and program goals.
2. 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.
3. Builds effective, authentic relationships with members; helps members connect with each other and the YMCA. Introduces new members to group exercise communities based their health and well-being goals.
4. 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.).
5. May conduct post-enrollment interviews to understand new members' definition of well-being, personal goals, cultural background, healthcare needs, diverse abilities and interests and develops plans to meet their individual needs.
6. Maintains and cleans equipment according to the schedule or as requested by supervisor.
7. Follows YMCA policies and procedures; responds to emergency situations.
8. Attends all staff meetings.
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. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.
6. Smileability

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.