



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BERKSHIRE FAMILY YMCA

WELLNESS CENTER ATTENDANT- PITTSFIELD BRANCH JOB DESCRIPTION

Job Title: **Fitness Center Attendant- Pittsfield Branch**

FLSA Status: Non- Exempt

Reports to: Program Director

Revision Date: 7/30/18

POSITION SUMMARY:

Under the direction of the Program Director, the Wellness Center Attendant directs health and wellness promotion, retention, and program activities. The individual will provide premiere membership experience, value, service, and retention by effectively planning, implementing, and promoting all fitness programs. Ensures an environment that supports individuals in increasing their health literacy and greater sense of wellbeing. This role will be involved in fitness floor coverage and member engagement. The coordinator will consider every interaction with members as an opportunity for creating a meaningful relationship.

ESSENTIAL FUNCTIONS:

1. Assists to develop, implement, and manage health and wellness programs, complying with all Association standards and safety procedures.
2. Helps create and distribute schedules of all wellness programming. Perform duties of a fitness instructor and personal trainer as needed.
3. Assists in maintaining accurate records of staff certifications
4. Assists to develop, produce and disseminate appropriate program information in order to promote health and wellness to the public and to current members.
5. Updates bulletin boards regularly with new and relevant Health & Wellness information
6. Models relationship-building skills in all interactions. Must build and maintain positive relationships with members and staff
7. Be present at all appropriate staff trainings and meetings.
8. Be an active leader in membership retention goals
9. Actively pursue training, learning opportunities and certifications as they relate to responsibilities.
10. Be a member service ambassador, remaining abreast of current programs and facility schedules; being prepared to provide personalized direction to other YMCA services.
11. Performs Fitness Consultations and Wellness Orientations for new YMCA members to help them achieve their wellbeing goals.
12. Assists in YMCA fund raising activities and special events.
13. Other duties as assigned by the Program and Sports Director.

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets.

Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. 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. High School Diploma or Equivalent required.
2. One to two years related experience preferred. EX. health/fitness, fitness club
3. Minimum age requirement: minimum age of 18.
4. Must be available to work nights, including weekends
5. Dependable transportation
6. A commitment and passion for helping individuals reach their health & wellbeing goals and have excellent customer service
7. Excellent communicator understanding the importance and follow-thru of communication with all branch staff, participants, volunteers and the community
8. Requirements within 30 days of hire include: completion of: Child Abuse Prevention for Supervisory Staff; Working with Program Volunteers; CPR; First Aid; AED; Bloodborne Pathogens.
9. Completion of YMCA program-specific certifications.

PHYSICAL DEMANDS

Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations.

Employee Signature _____ Date _____

Supervisors Signature _____ Date _____