



## PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

**JOB TITLE:** Wellness Coach I  
**LEVEL:** 5  
**SUPERVISOR:** Wellness Director  
**DATE:**

**JOB CODE:** 1000P  
**FLSA STATUS:** Non-exempt  
**LOCATION:**

### POSITION PURPOSE

The Wellness Coach I is expected to provide member service and counsel in the appropriate use of fitness center equipment and services; provide wellness consultations and encourage participation in member wellness incentive programs; ensure that facilities and services are responsive to member needs.

### ESSENTIAL FUNCTIONS

- Provide a friendly and encouraging environment for members in the usage of fitness and wellness programs and services. Have an understanding and provide basic information to members on exercising and health and wellness. Learn member names and encourage regular exercise routines and record keeping.
- Provide basic guidance of equipment usage, and if appropriate, direct members to qualified staff for personalized fitness programs and personal training. Provide consistent support to all members using the facility.
- Provide wellness consultations after completing YMCA certifications.
- Ensure facility cleanliness and safety. Clean and maintain equipment.
- Enforce wellness center policies and age restrictions. Monitor member use of equipment and weights. Ensure member safety and protect property.
- Maintain knowledge of emergency and safety procedures, provide care in an emergency, document all incidents/accidents on the appropriate forms.
- Follow up with members to schedule consultations and encourage regular exercise.
- Perform other related duties as assigned.
- Participate in staff meetings and trainings as required.
- Set an example of healthy living and personal fitness.
- Participate in providing tours to prospective members if required.
- Survey and maintain locker rooms to ensure neatness, cleanliness and proper supplies if required.
- Document and report equipment maintenance needs.

### OTHER DUTIES AND RESPONSIBILITIES

- All Philadelphia Freedom Valley YMCA Staff is responsible for the following:
  - Maintaining a clean, well-groomed appearance while on duty and keeping in compliance with the Association and Department Dress Code Policy
  - A continued commitment to member satisfaction by ensuring excellent Member Experience
  - Maintaining the safety of all members and staff by identifying and correcting risk situations, writing incident reports, etc.
  - Ensuring the overall cleanliness of the facility
  - A commitment to Diversity and Inclusion
  - Keeping the children in the care of the PFVY and participating in programming within the branches safe from harm and reporting signs and suspicions of abuse when necessary to the requisite state agency

**ENVIRONMENTAL CONDITIONS**

High exposure to noise, occasional exposure to weather

**PHYSICAL REQUIREMENTS**

Ability to express or exchange ideas by means of spoken word to impart oral information and to convey detailed, spoken instructions to staff, members, and volunteers accurately, quickly, and loudly; ability to perceive the nature of sounds by ear; ability to lift and carry 75-100 pounds; ability to move about on foot quickly; ability to stoop, kneel, crouching and crawl; ability to clearly see at 20 inches or less and 20 feet or more; ability to balance, climb, and do other feats that convey peak physical fitness

**REQUIREMENTS**

- 18 years of age and High School Diploma or equivalent. Some related experience necessary.
- Exhibit strong leadership skills; possess a passion for member service, building and maintaining a culture of member service excellence
- Acquire and maintain the following certifications:
  - CPR Pro/AED/O2 (valid 2 years unless otherwise noted)
  - First Aid (valid 2 years unless otherwise noted)
  - Requisite Redwoods Online Trainings (valid 2 years unless otherwise noted)
  - Principles of Healthy Lifestyles and Foundations of Strength and Conditioning

**OTHER**

At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

<b>CARING</b>	Showing a sincere concern for others.
<b>HONESTY</b>	Be truthful in what you say and do.
<b>RESPECT</b>	Follow the Golden Rule.
<b>RESPONSIBILITY</b>	Be accountable for your promises and actions.

**OUR MISSION**

To translate the principles of the YMCA’s Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_