



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

Position Title: **Wellness Center Staff**  
Reports to: **Wellness Director**

**General Function:**

Under the direction and supervision of the Wellness Director/Executive Director, the Wellness Center Staff shall be responsible for all day to day functioning and cleanliness of the Wellness Center. Staff persons will develop relationships with members and ensure consistent, superior service is provided to maximize member retention. Staff members are responsible and accountable for the growth and development of programs during scheduled shifts. The Wellness Center Staff will assist in programs as needed. This position also performs routine maintenance on all machines and keeps up-to-date logs of services performed. Wellness Center Floor Staff, working as part of the Wellness Team, will deliver professional service and create a welcoming environment at the YMCA. They will be solution seekers and confident, trustworthy decision makers. The incumbent will also exhibit the core values of caring, honesty, respect and responsibility in all aspects of their work with the YMCA. They will deliver excellent service to all members, guests, and program participants, respond to member and guest needs promptly, and promote all programs.

**Entry Requirements/Qualifications:**

1. Knowledge of fitness guidelines
2. Experience with customer engagement
3. Excellent oral communication and problem solving skills are necessary
4. Ability to establish and maintain harmonious relationships with staff, volunteers, YMCA members and the general public is essential
5. A willingness to commit to the mission of the YMCA
6. Ability to actively listen
7. This person needs to be a self-starter, able to handle multiple tasks under limited supervision, work well in a team setting and be detailed oriented
8. Possess a positive and professional attitude
9. Organizational and written skills are required

**Essential Duties and Responsibilities:**

1. Develop member relationships
2. Actively supervise the members using the Wellness Center
3. Enforce Wellness Center regulations
4. Keep carts full of towels and sanitizer. Do laundry as required
5. Conduct new member welcome phone calls and log all information.
6. Maintain the cleanliness of Wellness Center areas and machines
7. Document and log all equipment malfunctions
8. Perform routine cleaning on all equipment
9. Ensure the Wellness Center is safe environment
10. Conduct youth and adult orientations
11. Monitor temporary signage in the wellness center for current information, accuracy and professional look

12. Be knowledgeable about all YMCA programs to effectively engage with members. This includes being familiar with all current brochure information, upcoming events and other special activities. If information is not available, be responsible for obtaining the correct information and providing information to members.
13. Follow and enforce all YMCA procedures and policies, including: personnel guidelines, safety guidelines, wellness policies. Carry out emergency plans as necessary
14. Be dressed in appropriate attire and wear name tag at all times
15. Attend and remain current on all mandatory trainings and staff meetings
16. Be knowledgeable and supportive of the YMCA annual support campaign
17. Always look for ways to improve performance
18. Emphasize fun, make the Y a happy place with positive relationships
19. Assume other responsibilities as deemed appropriate by supervisor(s).

**Supervisory Responsibilities:**

The Wellness Center Staff is responsible for supervising volunteer, work-study and/or community service persons staffed at the Wellness Center.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb or balance, stoop, kneel, crouch, or crawl, and talk and hear. The incumbent may also lift and/or move 50 pounds while performing their job functions. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Acute hearing skills are required. Other: Ability to "spot" members.

**Work Environment:**

While performing the duties of this job, this individual may occasionally be exposed to wet conditions. The typical noise level in the Wellness Center area is moderate to slightly above moderate. The individual may be exposed to toxic or caustic chemicals when working with laundry service, cleaning machines and performing a variety of daily duties.

**Effect on the End Result:**

The Wellness Center Staff position, as part of the Wellness Team, will allow for more consistent and quality service in the Wellness Center by making members, participants and guests of the YMCA feel welcome, comfortable, and empowered on their fitness journey. This will increase their sense of belonging to the YMCA. The overall result of these actions will create engaged members and participants with a strong connection to the YMCA. Their positive experiences will result in members and participants becoming ambassadors for the YMCA. There will be a positive impact on personal training enrollment, satisfaction and retention.

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(Employee Signature)

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(Date)

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