



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

NORTHFIELD YMCA JOB DESCRIPTION

Job Title: **Wellness Center Attendant**

FLSA Status: Non-exempt

Job Grade: 2

Status: P/T

Department: Wellness/Fitness

Reports to: Program Director

Revision Date: 4/16/2021

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Interacts with new and existing members to help them in achieving their health and well-being goals. Creates a welcoming and safe environment for all members of all backgrounds and abilities.

ESSENTIAL FUNCTIONS:

1. Builds effective, authentic relationships with members.
2. Helps members connect with each other and the YMCA. Introduces new members to group exercise communities and YMCA programs based on their health and well-being goals.
3. 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.).
4. Conducts tours of the facility to perspective and new members, providing information about the YMCA mission, programming, and policies.
5. Conduct New Member and Youth Orientations to introduce members to the opportunities for health and wellness programming available to them at the Northfield Area Family YMCA.
6. Maintains, cleans, and disinfects equipment according to the procedures and protocols of the Northfield Area Family YMCA.
7. Implements and educates members on YMCA safety protocols and procedures.
8. Follows YMCA policies and procedures; responds to emergency situations.
9. Attends all staff meetings.
10. Performs other duties as assigned that encourage and support the health and well-being of all members.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. 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:

- Age 16+
- Excellent customer service skills
- Excellent communication skills, with the ability to communicate effectively with adults and youth.
- CPR/AED, First Aid, Child Abuse Prevention, and Bloodborne Pathogens certifications (within 30 days of hire).
- Experience and background in health and wellness.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to perform all physical aspects of the position, including walking, standing, bending, reaching, and lifting up to 50 pounds.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____