

**THE FAMILY YMCA- JOB DESCRIPTION**

Job Title: **Program/Class Instructor/Coach** Schedule: Varies

Job Type: Part-time Job Code:

FLSA Status: Non-Exempt Pay Range: $12-15/hr

Reports to: Sports Director Revision Date: Aug 2018

Part‐time (2‐16 hours per month); flexible to meet requirements of the position including some evenings; weekend and holiday work may be required.

The Class Instructor is responsible for presenting a positive and competent image of the YMCA through quality programs designed to meet the needs of the community.

**Qualifications:**

* Must have excellent written and oral communication skills to work positively with different populations, in groups and individually;
* must be well‐organized and prepared;
* must be in good physical condition to teach group class;
* must be able to think independently;
* must be able to keep confidences and practice discernment;
* must have educational background in discipline of instruction, or extensive practical experience and training in related field
* Must pass CPR/AED/1st Aid certification by an approved provider within 3 months from original date of hire and maintain while employed.
* must have adequate vision to review documents; hearing adequate to interact with the public;\must be able to lift up to 45 pounds using proper technique;
* must be able to learn and follow local YMCA guidelines related to employment and benefits administration;
* must understand, believe in, and contribute to the mission of the YMCA.

**General Responsibilities:**

The person selected for this position will be responsible for quality instructional classes in the areas of discipline and with member services. This person is responsible for continuous high‐quality customer service, which includes, but is not limited to, meeting internal and external customer needs, and for presenting a positive attitude toward the YMCA, its staff, and its programs.

**Key Areas of Responsibility**

The Class Instructor assumes many responsibilities. These responsibilities include the following:

**Program Instruction:**

1) Ensuring that member’s needs are met through personal recognition and by providing quality service;

2) assuming a leadership role as a professional in the area of instruction;

3) ensuring that a safe and healthy environment exists for participants;

4) arriving to teach class in advance of the scheduled time to greet participants, answer questions and address concerns;

5) dressing appropriately for teaching;

6) arriving well‐prepared;

7) learning the names of participants who attend your classes;

8) sharing educational information with your class participants;

9) teaching classes with energy and enthusiasm;

10) motivating class participants to the best of their ability;

11) noting new participants and sharing pertinent information with them;

12) keeping up‐to‐date on safety and lesson trends;

13) following the guidelines set forth by the YMCA in order to provide a safe and enjoyable class;

14) reporting any equipment/facility problems to the Sports Director;

15) keeping yourself apprised of the YMCA by attending meetings/workshops;

16) maintaining professionalism through support of your colleagues and other YMCA staff;

17) actively participating as a YMCA employee by working with staff and members in programs and special events;

18) and assuming any other duties as assigned by the Sports Director.

**Member Services‐** Responsibilities include the following:

1) Anticipating community program needs and interests of members in helping to develop appropriate programs. Exceed member expectations by “going the extra mile”;

2) handling member complaints and concerns quickly and effectively;

3) encouraging members to reach their goals;

4) and gaining a complete understanding of the Member Services Desk as it relates to your class;

5) welcoming and getting to know class participants.

**Other‐**Responsibilities include the following:

1) Understanding and following all administrative procedures and guidelines as outlined in the YMCA General Employee handbook;

2) behaving as a role model for a fit and healthy person;

3) understanding the role and contribution of each employee to the mission of the YMCA;

4) attending meetings, seminars and functions as scheduled;

5) and keeping a positive attitude with members and staff.

**OUR CULTURE:**   
Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day.  **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world.**We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

**COMPENSATION**:

Personnel policy governs work conditions and benefits. The first 90 days of employment are considered a trial period at which time performance will be evaluated by the Teen Center director.

**JOB DESCRIPTION REVIEWED AND UNDERSTOOD:**

I have read my job description and understand my responsibilities. I also understand that the YMCA cannot guarantee my employment and that the YMCA can change wages, benefits and conditions of employment at any time.

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Program Instructor Signature Date