



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPPORTUNITY AWAITS

WELLNESS CENTER SERVICE COORDINATOR STURGEON BAY PROGRAM CENTER

Join our dynamic team as a Wellness Services Coordinator at the Sturgeon Bay Program Center, where you'll play a key role in transforming the health and wellness journey of our members and guests! In this exciting and rewarding position, be at the forefront of promoting a healthy lifestyle, ensuring a welcoming and clean environment, and supporting members in reaching their fitness goals through utilization of the Center. We're looking for a passionate, energetic, and self-motivated individual who is excited to make a positive impact on the lives of others. As part of this dynamic, cause-driven team, you'll have the opportunity to grow professionally while making a real difference in the health and well-being of the community.

Starting Wage:

- \$18-20/hour

Hours:

- Full-time, mostly weekdays
- 40 hrs/wk, flexible scheduling



**WORK
AT THE Y!**

Screening process will start immediately as applications are received.

If you're ready to inspire and lead others on their wellness journey, apply today and help us create a thriving, health-focused community at the Sturgeon Bay Program Center. This is a full-time, on-site position with great opportunities for personal and professional growth!

Please visit doorcountyyymca.org for a full job description, and a list of other opportunities or to download an application.

Full benefits package including health, dental, life insurance, time off, retirement and FREE YMCA membership.

**GENEROUS
PAID TIME OFF**

**OUTSTANDING
BENEFITS**

FREE

Y Membership
and program discounts

**CHILD
CARE
DISCOUNTS**

Including
Onsite Kid Care
School Age Care
and Day Camp!

IT'S FUN!

There is something new and exciting happening every day at the Y!

**HEALTH
INSURANCE**

A variety of insurance packages are available.

**CAUSE
DRIVEN**

Work with passionate people and help make our community a better place!

DOOR COUNTY YMCA | www.doorcountyyymca.org

Jackie & Steve Kane Program Center
3866 Gibraltar Road, Fish Creek, WI 54212
920-868-3660

Sturgeon Bay Program Center
1900 Michigan Street, Sturgeon Bay, WI 54235
920-743-4949



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DOOR COUNTY YMCA

Job Title: **Wellness Services Coordinator**

Job Code: SBWSC

FLSA Status: Full Time/Hourly

Job Grade: Grade 6

Reports to: Healthy Living Executive

Revision Date: 3/3/25

Leadership Level: Team Leader

Department: Healthy Living

POSITION SUMMARY:

Under the direction of the Healthy Living Executive and in accordance with the policies of the Door County YMCA, the Wellness Services Coordinator is responsible for overseeing the member and guest experience in the Wellness Center at the Sturgeon Bay Branch. The Coordinator will manage daily operations of the center, develop and deliver wellness programs and services, lead staff, manage and drive Wellness Center classes and Personal Training program, as well as, support healthy living programming within the YMCA. Key responsibilities include promoting the center's use, conducting orientations, maintaining center cleanliness, and coordinating equipment maintenance protocol. Successful candidate will be a friendly, self-motivated, passionate individual who seeks to help members and guests improve their lives through health and fitness. The Wellness Services Coordinator will help support the Healthy Living Executive in all areas of wellness and be able to assist or step in for the Director when/if necessary.

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.

ESSENTIAL FUNCTIONS:

1. Create a welcoming environment where members feel safe and supported, relationships are developed, and staff are friendly and knowledgeable. Be a positive sales person for the YMCA; communicate member benefits and program services to prospective participants. Share the Y story with everyone who enters our doors.
2. Implement and enforce cleaning and safety protocol in the Wellness Center with participants and in the training of staff. Be a role model for others to follow. Ensure staff interact and assist participants by actively correcting form, speed of movement, and positioning. Circulate and greet participants so everyone feels welcome.
3. Manage the wellness center orientation process and age guidelines. Ensure that new members are acclimated to their membership, understand expectations, and make connections to feel supported in this process.
4. Manage the DCMCA Physical Therapy appointments, as well as, communication with the PT's.
5. Research, develop, implement, evaluate, and manage wellness center programs which incorporate community needs/wants. Ensure that the delivery of programs is carried out in a consistent manner that meets or exceeds quality standards. Successfully utilize software to support daily operations (ie: Group Ex Pro, Daxko Operations, and Room Schedules).
6. Manage staffing schedule to ensure that all staff are working at least one shift per week and that fitness services are able to be offered in a timely and effective manner, considering member needs. These services include, but are not limited to, Orientations, Personal Training, Sprint 8, Women on Weights (WOW), StarterFit, and incentive programs.
7. Recruit, train and develop Personal Trainers and Wellness Center Instructors to work with a diverse population, developing programs that ensure client safety, satisfaction, and enhancement of wellness goals. Utilize and model Listen First techniques to create a supportive and caring environment. Instruct specific personal training sessions yourself, based on client needs and instructor availability and knowledge.

DOOR COUNTY YMCA www.doorcountyyymca.org

STURGEON BAY PROGRAM CENTER 1900 Michigan Street, Sturgeon Bay, WI 54235 P (920) 743-4949 F (920) 743-8812
JACKIE AND STEVE KANE CENTER 3866 Gibraltar Road, Fish Creek, WI 54212 P (920) 868-3660 F (920) 868-9970

8. Utilize resources to effectively manage the department, implement processes, and support membership processes and overall communication. This may include, but is not limited to, infrastructure including all Daxko products, payroll systems, Google Workspace, and other established protocol.
9. Understand that participant’s wellness journey may be very personal to them. Treat all communications confidentially and with empathy and respect, sharing only on an as-needed basis.
10. Participate in management level meetings, including, but not limited to: Weekly huddles, Monthly Association Staff, and bi-monthly Program Management Team meetings, and any other as requested.
11. Assist supervisor in the staff evaluation process.
12. Implement quarterly incentive programs in the wellness center that motivate and encourage participation.
13. Establish and enforce YMCA Healthy Living Department Best Practices across the organization.
14. Coordinate among Building Services Department and Wellness Center staff to present well-maintained centers that are inviting and welcoming to all. A well-delivered preventative maintenance and cleaning schedule must be coordinated to achieve member satisfaction.
15. Communicate substitutions, scheduled conflicts, vacations, and significant events related to the YMCA Healthy Living Department procedures to supervisor.
16. Assure own professional growth through reading, study, and conference attendance.
17. Exemplify, promote and incorporate Y mission and values in all aspects of job performance and relationships.
18. Provide regular updates and communication to supervisor.
19. Respond to all inquiries in regard to our programs in a timely and informative manner.
20. Adhere to, and be ready to implement applicable Risk Management and Personnel Procedures as identified in related handbooks. (Handbooks can be found on the Staff Resource Portal)

LEADERSHIP COMPETENCIES:

1. Inclusion
2. Developing Self & Others
3. Functional Expertise
4. Program Management

QUALIFICATIONS:

1. At least 18 years of age.
2. Have a general interest in healthy living and the desire to serve and support others; some college credit in area of Exercise Physiology or related field is a plus.
3. Complete the following: Orientation to Healthy Living at the Y, Foundations of Listen First, Principles of Member Health and Wellness, Foundations of Group Exercise at the Y (offered by ACE) and Foundations, Wellness Center at the Y, Group Exercise at the Y, and Foundations of Strength and Conditioning at the Y.
4. Continuing education credits will be necessary on a continual basis to keep certifications current.
5. Ability to communicate effectively at all levels within the organization and the community.
6. Demonstrate strong skills in working with and motivating people in a positive manner.
7. Extensive training in discipline preferred. Staff shall have an understanding of physical education principles, as well as the ability to work with “beginning/unconditioned” participants of all ages and abilities.
8. Obtain CPR/AED for Professional Rescuers and First Aid Certificates within 90 days of hire; keep current.
9. Complete Child Abuse Prevention Training through the onboarding process/annually thereafter.
10. Complete New Employee Orientation within 30 days of your hire date.
11. Adhere to the Best Practices designated per position which can be found on the Staff Resource Portal.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. 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.
2. Position requires the ability to perform physical activities with considerable use of arms and legs, while moving entire body over a period of time.
3. Position requires the ability to engage in physical activity and lift up to 50 lbs.
4. Development of a positive attitude in the community toward the YMCA and its programs.

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s Date