



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## PENDLETON FAMILY YMCA

Job Title: **Pendleton Program Coordinator**

Job Code/Grade: N/A

Branch: Pendleton

FSLA Status: Non Exempt

Reports to: Sr. Program Director

Revision Date: 06/02/17

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### POSITION SUMMARY:

This opening is for a Pendleton Branch Program Coordinator at the Pendleton YMCA. The Branch Program Coordinator is responsible for implementing Association policies and procedures by supervising fitness, group exercise & programming operations. It will also require some basic front desk duties, such as, but not limited to, answering phone calls, checking members in, being able to answer membership inquiries, and child watch during shift hours.

### PAY RATE & BENEFITS:

\$12-\$15 per hour

Free YMCA Membership

50% off of all YMCA of Madison County programs

### ESSENTIAL FUNCTIONS:

1. Schedule and manage a high performing staff focused on providing exceptional service and work well as a team.
2. Develop strategies to provide support and motivation to staff for the achievement of goals and retention.
3. Assist in reviewing and evaluating staff performance.
4. Provide progressive customer service and sales training to all fitness and group exercise staff.
5. Maintain staff retention through positive reinforcement and support.
6. Clearly communicate and highly encourage all instructors and members to attend outside workshop and training opportunities.

### 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.

**The Y: We're for youth development, healthy living, and social responsibility.**

*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:**

1. Must be at least 18 years old, with a passion for wellness & helping others.
2. Bachelor's degree in related field preferred or equivalent combination of education and experience.
3. Previous supervisory experience in customer service preferred.
4. Excellent personal computer skills and experience with standard business software.
5. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
6. Ability to use age-appropriate behavior management techniques according to YMCA guidelines.
7. Warm and friendly personality and have the willingness to interact and play with children.
8. Required certifications: CPR, First Aid, AED, national certification (ACE, NETA, AFAA, NASM) in group fitness instruction or YMCA Foundations of Group Exercise certification within first 30 days.

At least one year of experience teaching group wellness classes preferred.

**WORKING 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 conduct classes and activities.
- Ability to perform all physical aspects of the position; including leading class, walking, standing, bending, reaching, and lifting.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_