



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **THE FAMILY YMCA- JOB DESCRIPTION**

Job Title: **Program/Class Instructor**

Job Type: Part-time

FLSA Status: Non-Exempt

Reports to: Sports Director

**Title of Program/Class**\_\_\_\_\_

Schedule: Varies

Job Code:\_\_\_\_\_

Revision Date: Aug 2018

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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 reports to and takes day-to-day direction from the Sports Director.

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 Sports/Adventure 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

