

Wellness Coordinator – Hazleton YMCA
Job Type: Full-Time
Pay: \$18-20 per hour
Work Location: Hazleton YMCA

Position Overview

The Wellness Coordinator provides leadership and support within the Wellness Center, ensuring a clean, motivating, and member-focused environment while assisting in the coordination and delivery of wellness programs. This role combines member engagement, program planning, staff support, fitness floor leadership, sales and marketing support, and administrative responsibilities. The Coordinator plays a key role in strengthening member retention, promoting healthy living, and supporting the YMCA mission of youth development, healthy living, and social responsibility.

Primary Duties & Responsibilities

Member Engagement & Floor Leadership

Serve as a welcoming, energetic, and visible presence on the fitness floor.
Build strong relationships with members through active listening, encouragement, and consistent follow-up.
Support members with equipment setup, exercise guidance, and general fitness questions.
Conduct introductory wellness consultations, First Step-style sessions, and goal-setting conversations to promote member success.
Promote wellness programs, group exercise classes, and personal training in a friendly, service-focused manner.
Help ensure member concerns are addressed promptly and professionally.

Staff Leadership & Training Support

Support the recruiting, onboarding, and training of instructors, trainers, and volunteers under the direction of the Wellness Director.
Provide ongoing floor support and guidance for wellness staff to ensure program quality and consistency.
Foster a team culture centered on customer service, safety, and member engagement.

Sales & Marketing Support

Proactively engage members to promote YMCA wellness programs, small-group training, and personal training services.
Participate in service-based sales interactions, including helping members understand training options and upcoming wellness events.
Support the marketing team by providing program information, promoting classes, and assisting with outreach efforts.
Maintain logs and participation data to support program tracking, sales follow-up, and retention analytics.

Facility Upkeep & Safety

Ensure the Wellness Center remains clean, organized, and safe for all members.

Return equipment to proper locations and support cleanliness protocols.

Monitor equipment safety, report maintenance needs, and reinforce Wellness Center policies respectfully and consistently.

Demonstrate safe and effective exercise technique when assisting members.

Administrative Responsibilities

Assist with program registration, scheduling, payroll processing, and tracking participation.

Maintain required certifications and participate in ongoing professional development.

Uphold and model YMCA values and member service expectations.

Support YMCA-wide events, community outreach efforts, and fundraising activities such as the Annual Campaign.

Perform other duties as assigned by the Wellness Director or CEO.

Qualifications

Minimum 2 years of experience in health and wellness, fitness instruction, or a related field.

Experience in wellness or fitness-related sales, member engagement, or program promotion preferred.

Current CPR/AED certification (or willingness to obtain within 30 days of hire).

Nationally recognized certification in personal training, group fitness, or wellness coaching required.

Excellent communication and interpersonal skills with the ability to motivate individuals of all fitness levels.

Strong organizational skills with the ability to manage multiple tasks.

Ability to work independently and collaboratively.

Flexible schedule with some evenings and weekends required.

Bilingual (English/Spanish) preferred.

Work Environment & Physical Demands

Ability to perform physical aspects of the role, including demonstrating exercises and assisting members.

Ability to lift up to 50 lbs occasionally and stand for extended periods.

Work pace and noise level vary based on program traffic.

Benefits

Flexible scheduling

Free YMCA membership

Discounts on childcare and YMCA programs

Opportunities for professional growth and advancement

Reimbursement for approved certifications and continuing education