<table>
<thead>
<tr>
<th>Division/Department: Executive</th>
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</thead>
<tbody>
<tr>
<td>Job title: Fitness Connection Director</td>
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<td>Type of position:</td>
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<tr>
<td>Full-time</td>
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<tr>
<td>Part-time</td>
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<tr>
<td>Temporary</td>
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<tr>
<td>Contractor</td>
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<tr>
<td>Intern</td>
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<tr>
<td>Reports to: Director of Operations</td>
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<tr>
<td>Supervises:</td>
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<tr>
<td>Lifeguards</td>
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<tr>
<td>Group Fitness Instructors—Aquatics &amp; Land</td>
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<tr>
<td>Fitness Technicians</td>
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**GENERAL DESCRIPTION**
Provides day to day development and management of the Fitness Connection Program to ensure quality programming, staffing, customer service, fiscal solvency, and facility maintenance.

**DUTIES AND RESPONSIBILITIES:**

a) Meet program goals, output and outcome expectations within given budget, funding requirements and timelines.
b) Develop, implement, evaluate and modify land and aquatic fitness/wellness programs.
c) Directly supervise, develop and provide leadership for Fitness Connection staff/contractors.
d) Recruit, facilitate hiring, train employees; plan, assign and direct work; appraise performance; reward, and when necessary, recommend discipline and termination of employees; address complaints and solve problems.
e) Uphold, train, and lead by example, a high level of customer service with both internal and external customers to maximize overall customer experience and retention.
f) Coordinate special events and activities.
g) Maintain volunteer pool to deliver and enhance program and special events.
h) Develop and maintain procedure and training manuals on program operations and equipment.
i) Develop work, program and event schedules.
j) Work with the Executive Assistant to develop promotional/marketing ideas, communications with primary focus on internal customers, and secondary attention to external customers.
k) Remain current with trends/issues in fitness and wellness.
l) Ensure an effective risk management plan to ensure quality standards for safety and equipment in programs, facility, and events.
m) Ensure quality facility maintenance, cleanliness and upkeep.
n) Work effectively in a fast-paced, frequently changing environment.
o) Represent YWCA at relevant community events.
p) Assist with other assignments as required by supervisor.
QUALIFICATIONS AND SKILLS:

**Required:**
- Three years progressively responsible program management experience.
- Two years’ successful supervision of quality land and/or aquatic fitness program and facility.
- Two years’ successful supervision of quality customer service.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft applications of Word & Excel as well as fitness management software.
- Must be able to use own personal vehicle and carry the minimum state liability insurance, have a valid Texas Driver’s license or ability to attain one within 2 days of employment, have a good and verifiable driving record, and be 25 years of age or older for YWCA insurance compliance allowing the organization to carry the minimum state liability.
- Ability to walk, bend, stoop, twist at waist, reach, climb stairs, and lift a minimum of 30 pounds.
- CPR/First Aid/AED Certification or ability to attain within one (1) month of employment.
- Personal Training, Group Fitness or Lifeguard Certification.
- Must pass criminal background check.

**Preferred:**
- Customer service experience and expertise with senior citizens.
- Bilingual (Spanish/English)

**Education Requirements:**
- Bachelor’s degree in recreation management, business, or related field.

To apply, submit application, resume & 2 Letters of Reference from past supervisors to:
YWCA Administrative Office
4601 Corona Corpus Christi, TX 78411
361-857-5661 ext 104
361-857-0254 (fax)
ywacc@ywacc.org