

**eliminating racism  
empowering women**  
**ywca**

**Central Massachusetts**

Position:	Women's Personal Trainer
Accountability:	Director Wellness & Health Equity
Hours of Work:	Varied
Hourly Rate:	\$25 - \$30
Location:	Worcester
CORI Required:	Yes

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**About the YWCA Central Massachusetts**

For more than 125 years, the YWCA Central Massachusetts has served as a life-long positive force for women and girls, their families and communities. By leveraging the reach, power and passion of our members and supporters, we have created lasting change.

The YWCA Central Massachusetts offers a wide range of programs, including early education & care; domestic violence services; career assistance; healthy lifestyle promotion. Our services strengthen women and girls in the community, helping them to realize their full potential.

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**General Function:**

Perform functions which will provide the very highest quality of customer service for participants, and maintain health and safety standards to retain and ultimately increase participation. Focus on training client needs assuring the most individualized, effective workout/training session on land or in water.

**Responsibilities:**

- Conduct personal training sessions according to industry standards and certification requirements and with the highest regard for the specific needs of each participant, ensuring the safety of all participants.
- Make each participant feel welcome and comfortable, asking for feedback and suggestions to maintain customer satisfaction.
- Report any problems or concerns expressed by participants to supervisor ensuring effective resolution and follow-through.
- In the event of absence assume responsibility for canceling or rescheduling appointments and informing supervisor of same. If unable to reach the client, contact supervisor to determine course of action.
- Enforce the policies and rules of the facility.
- Maintain high level of professional behavior, ensuring confidentiality of member information.
- Maintain neatness and cleanliness of all areas used including the strength room, cardio room, aerobics rooms and gymnasium.
- Maintain updated CPR/ Personal Training Certifications.
- Perform other duties as requested.

**Qualifications:**

- Appropriate certifications required as well as demonstrated experience in Personal Training.
  - Certification in CPR
  - Skills in providing customer service
  - Ability to relate to people of diverse attitudes and interests
  - Extensive knowledge of fitness specialty area and the exercise environment as it relates to exercise prescription
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**How to apply:**

If you are interested in applying for the above position please send resume to:

Email: [HR@ywcacentralmass.org](mailto:HR@ywcacentralmass.org)

Fax: Human Resources at 508-754-0496

Mail: YWCA Central Massachusetts  
Attn: Director of Human Resources  
1 Salem Square  
Worcester, MA 01608-2090

The YWCA Central Massachusetts is an Affirmative Action/Equal Opportunity Employer.