



Job Description

Team Member -Coach

Qualities

- Positive Upbeat Energy
- Relationship building
- Ability to communicate orally, written, phone, text, email, etc.
- Able to accept and provide feedback in a professional manner

Skills and Abilities

People skills, friendly, positive and upbeat, excellent verbal and written communication skills, excellent customer service skills, dependable, team-player, persistent, computer skills- ability to navigate common social media platforms, knowledge of common computer programs word, basic excel, and the ability to learn new software and apps for check-ins, client information, client purchases etc. , excellent organizational skills, able to accept and provide appropriate and professional feedback, willingness to grow and learn

General Requirements

- Able to be on time for each scheduled session
 - Opening shifts must arrive 30-minutes prior to session
 - If working in the middle of a block arrive 20 minutes prior to session
 - Closing shifts will stay 30-minutes after the last session, or as long as closing duties require
- Come to each session prepared
- Remain informed on the weekly workouts prior to arrival for session
- Agree to maintain a professional disposition; no swearing, negativity, gossip, etc.
- Look and act professional
- Be Positive, Inspire, Smile!
- Adhere and Live the Escondido FBBC Core Values!
- Able to work scheduled session times. **EARLY** mornings, mornings, and early evenings
- Must be CPR/AED certified within 30-days from date of hire
- Must obtain FBBC certification within 90-days from date of hire



Greeting Clients

- Greet every guest within 3-minutes of their arrival prior to session workout
- Greet newcomers with extra attention, ensure they feel welcome.
 - Introduce at beginning of session
 - Take photo for closed members group with "I Crushed My First Workout" after session
 - Follow up text same day
- Know 90% of all guests' name

Session Duties

- Create appropriate and effective 30- minute work-out plans for up to 30 people
- Lead groups of people through 30- minute sessions on a microphone
- Provide energy and motivation to clients
- Correct form during work-outs
- Say client names during workout
- Work timer effectively during sessions
- Take photos after session when appropriate (e.g. milestones, I crushed my first workout, etc.)
- Have FUN

Additional Team Member Duties

Additional **All** Team Member Duties

- Attend and participate at weekly team meetings and huddles
- Use communication notebook for information that needs to be relayed to other team members
- Answer phones and emails when appropriate
- Provide membership support via phone or computer if appropriate
- Provide retail support when appropriate
- Greet clients upon arrival to session
- Say goodbye to clients after session
- Be able to touch clients in an appropriate manner for form correction
- Be able to give 'high-fives', 'fist-bumps' and other encouraging gestures that may require touch
- Make sure clients leave safely after session
- Check on the bathrooms before and after each session to make sure they are clean and stocked
- Restock bathroom supplies as needed
- Empty any full trash or recycle bins during the day if needed
- Wipe down sweaty equipment after each session
- Wipe down all equipment after every block (a.m. & p.m.)

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www.escondidofbbc.com

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- Utilize Escondido FBBC Facebook and Instagram pages to engage with clients, inspire community and answer client questions (See employee handbook for specific social media code of conduct)

Additional Opening Duties

- Turn off alarm
- Power-up computer and check in kiosk
- Turn on outdoor lighted sign during dark a.m. hours
- Set up stations and work-out equipment for the day's workout
- Write station exercises on wipe-board
- Set up timer for station rotation and any breaks
- Check bathrooms, trash and recycle bins. Empty as needed

Additional Closing Duties

- Wipe down and put equipment away in appropriate areas
- Erase exercises from wipe boards
- Vacuum flooring
- Wipe down front & side doors, desk with cleaner
- Clean bathrooms- fill soap dispensers, paper towels, toilet paper
- Empty trash & recycle bins
- Turn off computers, lights, other electronics
- Turn on alarm system
- Turn off lighted sign

Uniform/ Dress Requirements

- Have hair neat and brushed , pull hair back if needed, etc.
- FBBC hats are okay to wear during sessions
- Keep any facial hair neat
- Must wear FBBC shirt/top gear during sessions
- Pants preferably are black, grey or blue
- "Dress-up" days do not require a uniform, but should be appropriate and sensitive to diverse populations (Halloween, 80s day, etc),
- Must wear appropriate athletic shoes
- Smile
- No cell phones/ smart watches during sessions or set to silent/airplane mode