

V&I OVISSM

JOB DESCRIPTION FORM

Job Title: Wellness Associate	Reports to: Wellness Program Manager
Department: Wellness	Location: Baltej
Job Code: S-3	Date Last Reviewed: April 4, 2018

Job Summary:

Primary responsibilities include welcoming members to the TakeCare Wellness Center; provide quality service and information to program participant inquiries, basic facility maintenance, and acts as a liaison and champion for TakeCare's Health and Wellness Programs. May also be called upon to assist in the departments administrative duties such as accurately and timely inputting of data, provide telephonic support, and on-site promotion to employees, employer groups and other interested groups.

Duties and Responsibilities:

1. Maintain general safety and security by being visible in the environment during fitness classes. Open and secure the center before and after fitness classes.
2. Maintain a clean overall environment and organize wellness center equipment.
3. Manage equipment inventory and reporting lost or damage equipment to Supervisor.
4. Customer-service duties include greeting guests, assist in signing in members to fitness classes, check/verify membership, stamp cards, and collect non-member fees and answering basic wellness program inquiries. Enforce wellness center rules and regulations.
5. Provide customer service by handling member complaints and concerns and relaying them to upper management. Encourage members to reach their fitness and wellness goals.
6. Collect and compile attendance sheet/participation list and enter attendance data in spreadsheet.

7. Answer telephones for class reservation and provide basic information and answer Wellness Program inquiries.
8. Performs clerical functions in order to support the needs of Disease Management/Health Improvement Program including, but not limited to the following:
 - a. Data entry, photocopying, mailing, faxing, filing and sending/receiving files
 - b. Record maintenance, form preparation, information verification using standard policies, procedure and guidelines.
 - c. Typing or correspondence, reports, inter-office communications and other documentation as required.
 - d. Provide clerical and administrative support and assistance to the Wellness Program Team such as organizing and coordinating various health fair and wellness events.
9. Attend and assist during Health Fairs or other Wellness and health promotion events. Able to administer basic body composition using weight scales and body impedance. Must be able to provide basic fitness, health and wellness information.
10. Performs other duties that may be assigned from time to time.

Job Specifications:

1. High School Graduate or GED, Bachelor's degree in Health Science, Health Promotion, Nutrition is preferred.
2. Minimum of 2 years of experience with capability in providing clerical support in order to maintain the database of wellness and disease management program, to include formatting, printing, and generation of reports. Must also have the capability in providing marketing support to include telephonic and on-site promotion to employees, employer groups and other interest groups.
3. Must be willing to work flexible hours including evenings and weekends. Flexibility is required to work with others in a wide variety of circumstances; different processes; and operate equipment using standardized methods.
4. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers. Ability is also required to work with a wide diversity of individuals; Problem solving is required to analyze issues and create action plans; adapting to changing priorities; communicating with persons of varied backgrounds; establishing and maintaining effective working relationships.
5. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
6. Outstanding oral and written communication skills.

7. Strong ethics and a high level of personal and professional integrity.
8. Must have basic familiarity on federal and state laws and requirements relating to healthcare management.
9. Computer literate and very highly proficient in using MS office programs.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is exposed to lights, office equipment such as computer monitors, faxes etc. in a clinical setting. The noise level in the work environment is usually low.