

Job Opportunity



Why the Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities. Our locations, programs and services are designed to help our members and participants grow in spirit, mind and body and are open to people of all backgrounds, beliefs, and abilities.

At the YMCA

you will feel connected to community, when your work positively influences the lives of others in so many ways.

- you will meet new people, while working at one of the most respected human services organizations in the world
- you will expand your knowledge base, where you can flourish in values-based environment.
- you will have career development opportunities where you build a better future for yourself and others.
- you will experience a rewarding job by helping support the building of healthy communities.

The YMCA of Southwestern Ontario is a multi service, non-profit values-based charity that serves Windsor-Essex, Sarnia-Lambton, Chatham-Kent, London, Middlesex-Elgin, Huron-Perth, and Oxford counties. Our services include: Childcare Services, school age programs, camp programs, health and fitness branches, community programs and newcomer services across the region. Our commitment includes a special focus on the region's children and youth. From the kids in our camps and those participating in soccer and swimming lessons, to youth who are new to our communities from around the world, the Y is committed to helping our next generation to grow and thrive, as healthy individuals and passionate future leaders.

Y not join the thousands of members, employees and volunteers and share our vision of a healthy community?

As we continue to grow, we have a need for the following position:

Position/Term: Supervisor, Membership Services

Location: Bostwick Community Centre, YMCA & Library, 501 Southdale Rd W, London ,ON

Start Date: December 6th, 2021

Qualifications & Experience:

- Post-secondary education in a related field is an asset.
- Computer skills – Word, Excel, Windows, basic Internet skills (CLASS experience preferred)
- 1-3 years experience in a Customer Service and Sales environment
- 1-3 years relevant, progressive, results orientated, supervisory/management experience with extensive coaching experience and expertise.
- Familiar working with general financial statements & excellent problem-solving skills.

Job Opportunity



- Excellent interpersonal skills
- First Aid/CPR Certified
- Strong organizational and planning skills
- Strong communication skills, both written and verbal
- Experience in managing multi-program budgets.
- Current and acceptable Criminal Record Check with Vulnerable Sector Screening is a condition of employment for all staff and volunteers.
- It is a YMCA of Southwestern Ontario requirement that all employees and volunteers be fully vaccinated against COVID-19. Exemptions will be granted upon receipt of acceptable proof of a permissible Human Rights Code ground.

Compensation/Benefits:

- A YMCA personal membership at our health and fitness branches
- A discount on our Childcare and Camp programs
- Vacation entitlement in accordance with the employment standards regulations
- May be entitled to up to 12 paid personal days – applicable with position and contract length.
- Benefits package - applicable with position and contract length

Schedule:

- Tuesdays – Saturdays, 40 hours/week
- Varying shifts may include mornings, afternoon, evenings and holidays

Responsibilities:

- YMCA of Southwestern Ontario policy and procedures
- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work.
- This position will be responsible for the management of membership.
- The Program Supervisor is a member of the Branch Leadership Team which involves (but is not limited to): implementation of strategic initiatives in support of the Branch, participation in monthly leadership meetings, budgeting, recruitment, training and development and performance management.
- This role reports to the General Manager the Center. The primary responsibility of the function is to ensure consistent delivery of excellent customer service to both members and potential members of the YMCA. The Program Supervisor will demonstrate the values of the YMCA as it relates to the scope and responsibilities of his/her role as supervisor.
- Responsible for managing a flexible schedule which may, on occasion, require the ability to work extended hours and/or non-traditional hours including early mornings, evenings, weekends, holidays to provide overall supervision and leadership to branch teams.

To Apply:

Job Opportunity



1. In your cover letter, specifically state the position you are applying for and location. Please include specific information detailing how you meet the qualifications we require for this position.
2. Submit your cover letter, resume, and applicable attachments to Christina Matthews at christina.matthews@swo.ymca.ca by Monday November 29th, 2021

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

Want to know more about us, visit us at: <https://www.ymcaswo.ca/>
<https://www.facebook.com/YMCAofSWO/>