



# Job Opportunity



## YMCA Health, Fitness & Aquatics



## Join the Y Health + Fitness Team!

**Be the Spark!** Join our passionate team and be the spark that ignites the potential in others. YMCA of Southwestern Ontario is one of the largest not-for-profit providers of licensed child care in Canada, offers settlement services to newcomers to Canada, operates 2 overnight camps and 16 Health & Fitness branches across Southwestern Ontario, and we have been making a positive difference in the communities we serve for over 50 years!

## Position: Coordinator, Membership Services – Full Time – One year contract

**Location:** Family YMCA of St. Thomas-Elgin - 20 High Street, St. Thomas Ontario, N5R 5V2

**Start Date:** June 2023

**Salary:** \$33,871 to \$35,730

### As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA child care and camp programs
- 10 paid vacation days, and up to 12 paid personal days annually **{UPDATE ACCORDINGLY}**
- Benefits package and Pension applicable with position/contract length
- Be part of a caring and supportive network of people to help each other succeed
- Complimentary access to wellness and counselling services

### In this role, you will:

- Build an understanding of the YMCA of Southwestern Ontario policy and procedures
- Act as a YMCA ambassador, demonstrating the YMCA core values in your daily work.
- Support the department by providing leadership & training to membership desk staff.
- This role reports to the Membership Supervisor of 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.
- Assist with reports, sales target goals, financial assistances applications, and membership related tasks including sales, tours, refunds, or registrations.
- Maintain a clean and organized desk.
- Consistent delivery of excellent customer service to both members and potential members of the YMCA.



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- Creates, manages and implements innovative trainings for their team to ensure continued learning, motivation and customer service targeted towards improving/increasing sales and decreasing cancellations.
- Will provide day to day direction membership sales and services team staff and volunteers
- 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 coverage or support to the membership desk.
- Attend regular meetings for membership or branch related – this can be offsite at one of our 16 locations.
- Be committed to diversity, equity, inclusion and building a sense of belonging

## Education and Skills Qualifications:

- 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.
- Excellent problem-solving skills
- Excellent interpersonal skills
- First Aid/CPR Certified
- Strong organizational and planning skills
- Strong communication skills, both written and verbal
- 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.

## Why The Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities and welcomes people of all backgrounds, beliefs, and abilities. We are committed to helping our employees reach their full potential and are recognized by Forbes as one of Canada's Top Employers. We offer meaningful employment and the opportunity to make a difference in the lives of individuals and families.



## To Apply:

- Submit your cover letter, resume, and supporting documents via email to: **heather.sutherland@sw.ymca.ca**. The job posting deadline closes at midnight on **May 22<sup>nd</sup>, 2023**. Include in your submission your specialized experience, and why you are the best candidate for this role. Please include the name of the position and location in your application.
- We thank all applicants for their interest; however only those selected for an interview will be contacted.



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NOTE: 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.