



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: Membership Supervisor

Location: Centre Branch YMCA

Start Date: October 2023

Salary: \$40,000-\$44,000

Schedule: 40 hours weekly.

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA childcare and camp programs.
- Access vacation entitlement, and up to 12 paid personal days annually.
- 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:

- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work.
- Be responsible for the management of membership staff and volunteers and ensure sales targets and YMCA standards are met or exceeded.
- Implement and monitor annual sales processes, retention initiatives and other member involvement initiatives.
- Develop, implement, and evaluate innovative member services aimed at enhancing each and every member's YMCA experience.
- Contribute to association and branch campaigns, such as member events, fundraising campaigns, and other community initiatives.
- Be responsible for the effective development and improvement of operating efficiencies of the membership operation through careful budget development and financial control.



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- Be 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.
- Be committed to diversity, equity, inclusion and building a sense of belonging.
- Other duties as assigned.

Education and Skills Qualifications:

- 1-3 years in a supervisory role.
- Post-Secondary Degree/Diploma in Physical Education, Recreation and/or Business and Marketing an asset.
- Excellent written and oral communication skills.
- Previous experience in customer service; flexible and well organized.
- Current and acceptable Criminal Record Check (less than 6 months old).
- Legally entitled to work in Canada.

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: **colin.galloway@swo.ymca.ca**. The job posting deadline closes at midnight on **Tuesday, September 26th**.
- 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.

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.