



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 childcare 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: Manager of Membership Services

Location: Stoney Creek YMCA

Start Date: March 2024

Salary: \$ 42,000 - \$45,000

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA childcare and camp programs.
- 4% vacation paid each pay.
- Be part of a caring and supportive network of people to help each other succeed.
- Complimentary access to wellness and counselling services.

Reporting to the General Manager, this position is responsible for the direct supervision and management of staff and volunteers in the membership sales & service area to ensure sales targets and YMCA service standards are met or exceeded. The successful candidate will act as a YMCA ambassador, demonstrating YMCA core values in your daily work. They will be responsible for the development, implementation, and evaluation of innovative member services aimed at enhancing each and every member's YMCA experience.

In this position you will:

- 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



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monthly leadership meetings, budgeting, recruitment, training and development and performance management.

- This role reports to the General Manager or Membership Manager 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. 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.

Education and Skills Qualifications:

- Post-secondary education in a related field is an asset.
- Computer skills – Word, Excel, Windows, basic Internet skills
- 3 years' experience in a Customer Service and Sales environment
- 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.
- 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.

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 **March 20, 2024**.
- 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.



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- 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.