

## Job Posting

---

### **Team Lead, Membership Services**

#### **YMCA of Eastern Ontario**

#### **Kingston**

**Employment Category:** Full-time Contract (12-18 months)

**Hours:** Flexible work schedule, including weekends and evenings

**Compensation:** \$39,700 - \$44,100 annually

**Benefits and Perks:** We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do, including:

- Free YMCA Health & Fitness Membership
- Professional development opportunities
- Employee and Family Assistance Program

**Closing Date:** Immediately

#### **Our Mission:**

The YMCA in Canada is dedicated to the growth of all persons in spirit, mind and body, and to their sense of responsibility to each other and to the global community.

#### **Our Vision:**

Our values are caring, honesty, respect, responsibility, and inclusiveness. These are central to our mission, guiding our behaviours, attitudes, and actions.

#### **Nature & Scope:**

The Team Lead is responsible for providing support and guidance to a team of Membership Services Representatives for the purpose of achieving established department goals and objectives. Communicating Association priorities, safety practices, and service standards, the Team Lead motivates team members, provides orientation and training and ensures the efficient utilization of staff.

#### **Responsibilities:**

- Effectively communicate departmental priorities, sales strategies and other instructions to team members and volunteers, respond to feedback and provide encouragement; oversee work quality and compliance; redirect where required.
- Maintain a front-line presence to support, observe, motivate and guide team members.

- Carry out administrative support tasks as assigned, including general reporting and giving tours to prospective members.
- Ensure compliance with legislative requirements and applicable standards, as well as YMCA Child Safeguarding Policies and Procedures.
- Maintain and promote excellent relationships and open communication with all current and potential new members; handle any adverse situations with members.

### **Qualifications:**

- Criminal Reference Check (CPIC) including Vulnerable Sector Check completed not more than 120 days prior to interview, with results acceptable to the YMCA of Eastern Ontario
- Current Standard First Aid and CPR level "C"
- College Diploma in a related field or an equivalent combination of education and experience
- A minimum 2 years of experience in customer service and/or sales
- Excellent written and oral communication skills
- Strong computer skills, including MS Word & Excel and aptitude with CRM technology

### **Competencies:**

- Initiative
- Interpersonal Skills
- Attention to Details
- Problem Solving

**All interested candidates should submit a cover letter and resume to [careers@eo.ymca.ca](mailto:careers@eo.ymca.ca).**

*We appreciate your interest in a career opportunity with the YMCA of Eastern Ontario. Please note that only those selected for an interview will be contacted. Candidates invited for an interview will be required to submit three (3) professional references.*

*The YMCA of Eastern Ontario is committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance so that we can arrange reasonable and appropriate accommodation. The YMCA of Eastern Ontario values the diversity of people and communities and is committed to excellence and inclusion in our Association.*

***This position has been posted internally and externally***