Brockville YMCA: 613-342-7961
Kingston YMCA: 613-546-2647

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Job Posting

Team Lead, Membership Services

YMCA of Eastern Ontario

Kingston

Employment Category: Permanent Full-Time
Hours: Flexible work schedule, including weekends and evenings
Compensation: $19.10 per hour
Benefits and Perks: We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do, including:

- Group health and benefits plan
- Paid vacation entitlements
- Free YMCA Health & Fitness Membership
- Professional development opportunities
- Employee and Family Assistance Program

Closing Date: Immediately
This posting is for an existing position

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.

Shine On Eastern Ontario

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- 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 Intermediate First Aid and CPR-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, referencing the job posting number to careers@eo.ymca.ca.

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.