



Job Posting

Team Leader, Membership Services **Kingston YMCA**

Employment Category: Term Contract (ending March 2023)

Hours of work: 40 hrs. per week with flexible schedule including some evenings & weekends

Compensation: \$36,000 - \$38,000

Placement 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 Leader is responsible for providing direction, instruction and guidance to a team of individuals for the purpose of achieving established department goals and objectives. Their job is to deliver services using all of the resources available to them, including other employees or team members. Communicating association priorities, safety practices, and service standards, the Team Leader oversees the flow of the day and ensures the efficient utilization of staff. They motivate team members, provide orientation, job training, carry out performance evaluation and recommendation for team member skill development.

Duties:

- Effectively communicate clear work plans, sales strategies and other instructions to team members and volunteers; listen to their feedback and provide encouragement; follow through to answer questions and assist to resolve team member concerns and oversee their work quality and guideline compliance. Redirect where required.
- Monitor team members' performance to ensure the training they are being provided is being put into use, and provide additional training, as needed. Carry out performance reviews for team members according to the association plan.
- Carry out administrative support tasks as assigned including general reporting, tours and sales data.
- Oversee all aspects of front desk operations including scheduling of membership services staff. Ensure adequate service levels given seasonal fluctuations, vacations, etc.
- Monitor time and attendance; ensure efficient utilization of staff; monitor and approve time off requests. Approve payroll according to established schedule.
- Review and approve bi-weekly payroll; explain variances to budget to General Manager.
- Ensure compliance with legislative requirements and applicable standards for Occupational Health and Safety, Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Ontario Employment Standards Act.
- Ensure team members and volunteers' compliance with YMCA Child Protection Policies and Procedures.



- Maintain and promote excellent relations and open communication with all current and potential new members; handle any adverse situations with members.
- Ensure monthly cancellations and renewals are completed on time.
- Ensure SAM Standards are met.
- Maintain a front line presence to support, observe, motivate and guide team 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.
- Demonstrate completion of a post-secondary degree in a related field and minimum 3 years progressive, results oriented, customer service, and sales experience or a combination of education and experience.
- Strong time management skills
- Excellent written and oral communication skills
- Current Standard First Aid and CPR-C
- Demonstrated strong computer skills, including Microsoft Word and Excel.

Demonstrated Competencies:

- **Leadership**
- **Attention to Detail**
- **Problem Solving**
- **Initiative**
- **Interpersonal Skills**



Building healthy
communities

YMCA of
Eastern Ontario

Please apply, in writing, with a résumé and cover letter by August 5, 2022, to:

Brittiney Poffley

General Manager

YMCA of Eastern Ontario

100 Wright Crescent

Kingston, Ontario K7L 4T9

Tel: 613-546-2647 ext. 248

Email: brittiney.poffley@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 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.