



Job Posting

Supervisor, Membership Services

***Kingston YMCA
Kingston, Ontario***

Employment Category: Full Time

Hours: Flexible work schedule including weekends and evenings

Compensation: \$17.50 - \$19.50 per hour commensurate with experience

Placement Date: Immediate

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 Supervisor, Membership Services, provides leadership and promotes a culture of exceptional customer care. The incumbent will ensure a friendly and welcoming atmosphere for members and guests in which they can obtain detailed information on the mission and activities offered by the YMCA of Eastern Ontario.

Responsibilities:

The successful candidate will:

- Demonstrate and promote a strong commitment to serving members and facility users
- Demonstrate an ability to lead, manage and motivate team members and achieve identified goals for the YMCAs in Eastern Ontario
- Recruit, schedule, train and conduct evaluations Customer Service Representatives
- Manage department payroll; assist in the development and oversight of budget
- Deliver a front-line presence and complete administrative duties
- Handle concerns and complaints from members while enforcing established policies
- Plan promotions and implement membership growth initiatives as assigned by GM
- Coach Customer Service representatives on sales process' and product knowledge
- Follow all YMCA standards and best practices
- Ensure the safety and security of YMCA members and participants at all times through the supervision of qualified, well-trained staff and volunteers
- Build positive interactions both internally and externally to achieve work related goals



- Assist in managing Customer Relationship Management software with a focus on member database functions, including registrations, payments, renewals, cancellations, etc.

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 or relevant experience
- Minimum 5 years customer service experience with focus on sales
- Strong time management skills
- Excellent written and oral communication skills
- Strong computer skills - MS Word & Excel, aptitude with current CRM technology
- New staff will need to show proof of COVID-19 vaccination or a valid exemption as a condition of their employment.

Competencies:

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

Please apply, in writing, with a résumé and cover letter and application form found at www.eo.ymca.ca by October 8, 2021 to:

Brittiney Poffley

General Manager, Kingston Branch
YMCA of Eastern Ontario
100 Wright Crescent
Kingston, Ontario K7L 4T9
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