



## Job Posting

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### ***Team Lead, Membership and Administrative Services***

***YMCA of Eastern Ontario, Kingston Branch***

**Employment Category:** Full Time

**Hours:** Flexible work schedule requiring some evenings, weekends, and early mornings

**Compensation:** \$15.50-\$17.00/hour

**Placement Date:** August 16, 2021

**Work Location:** 100 Wright Cres. Kingston ON

#### **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 YMCA Team Lead of Membership Services will provide leadership for the front desk while filling administrative duties and solving complex billing and membership-related issues.

#### **Responsibilities:**

Reporting directly to the Membership Services Supervisor, the Team Lead is responsible to:

- Provide a welcoming and positive atmosphere for all members, guests, staff, and volunteers
- Serve each member, potential member, guest, staff, and volunteer promptly and courteously when they visit the YMCA in person or reach out by phone/email
- Enforce our policies related to memberships, facilities, programs, camps, and courses
- Set-up and maintain our online registration portal for YMCA memberships, programs, camps, and courses
- Perform sales transactions involving cash, cheque, credit card, etc. and be responsible for daily/weekly cash-outs
- Perform administrative duties such as membership holds, cancellations and providing refunds or account credits where necessary
- Create and maintain reports tracking sales, usage and retention
- Maintain security and confidentiality of all matter related to membership
- Show aptitude in handling concerns from members at the front desk and by phone/email
- Maintain the safety and security of members and participants by adhering to YMCA child protection, health & safety, and PCI policies and procedures
- Possess a “can do” approach, and actively look to help and assist members and guests



Building healthy  
communities

YMCA of  
Eastern Ontario

**Qualifications:**

- Criminal Reference Check (CPIC) including Vulnerable Sector Check completed not more than 120 days prior to an interview, with results acceptable to the YMCA of Eastern Ontario.
- Current Standard First Aid and CPR Level C
- High school Diploma. Any post-secondary education is considered an asset
- Minimum of one year of customer service experience
- Working knowledge of Microsoft Office required, Salesforce CRM experience is an asset

**Competencies:**

- *Attention to detail*
- *Organization*
- *Problem Solving*
- *Interpersonal skills*
- *Stress of multiple demands*

**Please apply, with a résumé and cover letter by July 23, 2021 to:**

Brian Ypma  
Supervisor, Membership Services  
YMCA of Eastern Ontario  
100 Wright Cres.  
Kingston, ON K7L 4T9  
Tel: 613-546-2647 ext. 228  
Fax: 613-549-0654

*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.***