

## Job Posting

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### **Supervisor, Membership Services**

**YMCA of Eastern Ontario**

**Kingston**

**Employment Category:** Full Time, Permanent

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

**Compensation:** \$44,000 - \$49,000 annually

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

- Paid vacation entitlements that increase with seniority
- Group health and benefits plan
- Generous pension plan with employer matching
- 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 Supervisor, Membership Services, provides leadership to the Membership Services area and promotes a culture of exceptional customer care. The incumbent will lead a team of representatives in cultivating a friendly and welcoming atmosphere for members and guests, ensuring the provision of 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.
- Lead, manage and motivate a team of Membership Services Representatives towards achieving identified goals.
- Responsible for recruitment, onboarding, and scheduling; ensures appropriate staffing levels at all times.
- Manage department payroll; assist in the development and oversight of budget.
- Maintain 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 General Manager.
- Ensure the safety and security of YMCA members and participants at all times.
- Assist in managing Customer Relationship Management software (Salesforce) 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 in a related field or an equivalent combination of education and experience
- A minimum 5 years of experience in customer service and/or sales
- Strong time management skills
- 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
- Communication

**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***