



**Team Leader - Membership Sales and Services
Downtown Victoria YMCA-YWCA**

Vacancies: 1

Position: Permanent Full-Time

Placement: January 2020

Salary: Starting at \$32,500/year, increasing to \$34,125/year after successful completion of the probationary period.

Hours: 35 hours per week; Sunday to Thursday work week.

Sundays	9:00am - 4:30pm
Mondays	9:00am - 4:30pm
Tuesdays	12:30pm - 8:00pm
Wednesdays	12:30pm - 8:00pm
Thursdays	12:30pm - 8:00pm

(Please note that these shifts are subject to change; a flexible schedule is required, with the ability to work opening/closing shifts and some statutory holidays as needed.)

Nature and Scope:

The Team Leader - Membership Sales and Services assists with the operation of the Membership Sales and Service area at the Downtown Victoria YMCA-YWCA. This position is responsible for assisting with the delivery, organization, and quality of membership services to members/the community such as membership sales, promotion and renewals, admission to the facility; and ensuring effective and consistent implementation of policies regarding the use of the facility.

Reporting to the Supervisor - Membership Sales and Services, the Team Leader - Membership Sales and Services will assist in the supervision, operation, and function of the Membership Sales and Service area, ensuring staff and volunteers have the skills, resources, direction, and support necessary to be efficient and highly effective in the delivery of sales and services to members and the public.

This permanent full-time position is entitled to a YMCA-YWCA individual membership; 15 days vacation; and a cost-shared benefits package (after completion of the probationary period) which includes:

- Health Care, Drug Plan, Dental, Vision, EAP
- Extended Health Care
- Life Insurance
- YMCA Canada Pension Plan (eligible after one year)

Responsibilities:

- Assist the Supervisor - Membership Sales and Service with the training, coaching, and recognition of volunteers and staff
- Monitor commitment to service excellence by role modelling and maintaining YMCA SAM 2.1 standards.



- Responsible for the over-all security of all cash and credit transactions for the Membership Sales and Service area.
- Promote the benefits of membership to existing and potential members; develop relationships to enhance service levels and member appreciation of value.
- Implement and practice effective health, safety, security and risk management policies and procedures.
- Contribute as a member of the leadership team in the operation of the Centre.
- Serve as the Building Supervisor/Duty Manager as required
- Provide leadership to the Strong Kids Campaign as requested
- Adhere to YMCA Child Protection Policies and Procedures as well as Association Personnel Policies and Practices.

Qualifications:

- Must have a strong collaborative work ethic, ability to work on multiple projects and under pressure with tight deadlines.
- Proven sales experience.
- Demonstrated in-depth knowledge of customer service protocols and procedures.
- Minimum 2 years of related supervisory experience is required.
- Proven leadership skills and initiative.
- Strong computer skills: Word, Excel
- Registration software experience an asset (will provide training).
- Post-secondary education in a related field is preferred.
- Current Standard First Aid and CPR C required.
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required.

Competencies:

- Commitment to the Organization's Vision and Values
- Coaching and Development
- Customer Service
- Teamwork
- Planning and Organization
- Quality Focus
- Communication
- Self-Management
- Commitment to Health and Safety

To Apply: Please send a cover letter and resume to:

Human Resources
YMCA-YWCA of Vancouver Island
Email: hr@vancouverislandy.ca

Please Note:

1. **Application Deadline:** This posting will close when a suitable candidate has been found.
2. **Please indicate in your cover letter how you heard about this position.**



3. *Internal applicants are expected to inform their supervisor prior to application.*
4. *We thank all applicants, but only short-listed candidates will be contacted.*

The YMCA-YWCA of Vancouver Island is an equal opportunity employer.