



**Team Leader - Member Educator Staff (Membership Sales and Services)
Westhills YMCA-YWCA (Langford)**

Vacancies: 1

Position: Permanent Full-Time

Placement: October 2023

Salary: \$42,853/year (\$44,521/year after successful completion of the probationary period).

Hours: 35 hours per week; Tuesday to Saturday work week

(Please note that these shifts are subject to change; flexibility is required)

Nature and Scope:

The Team Leader - Member Educator (Membership Sales and Services) assists with the operation of the Membership Sales and Service area at the Westhills YMCA-YWCA in Langford, BC. 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.

The Team Leader - Member Educator (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; paid sick leave (per policy); and a cost-shared benefits package (after completion of the probationary period) which includes:

- Extended Health Care, Drug Plan, Dental, Vision, EAP
- Life Insurance, AD&D, and Long Term Disability
- Paid Sick Leave (per policy)
- YMCA Canada Pension Plan (eligible after one year)

Responsibilities:

- Assist 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
- Develop and maintain professional and courteous relationships with members and participants, learning and using their names
- Promote and educate members, guests and potential members on all membership and program offerings
- Assist potential members with registration when needed
- Support member, guest, and participant check-in process
- Provide facility tours through YMCA 7 Steps of Selling
- Develop and retain a high level of product knowledge on other Vancouver Island Y programs and services outside of the Health, Fitness and Aquatic centre
- Ensure the safety of all members, participants, staff, volunteers, and property by following YMCA-YWCA standards/policies/procedures and ensuring they are maintained amongst all



- Contribute as a member of the senior staff team in the overall operation of the Health, Fitness and Aquatic Centre, including performing other duties as assigned
- Meet and exceed projected sales targets; maintains daily sales and program statistics
- Assists in leadership to the Strong Kids Campaign as requested

Qualifications:

- Experience leading a team
- High School graduation required, post-secondary education in progress or completed preferred
- Commitment to build meaningful relationships through positive daily interactions with Y members and guests
- Proven customer service excellence
- Excellent communication and interpersonal skills
- Proficiency with Microsoft Office (mainly Word, Excel)
- Registration software experience an asset (training provided)
- Current Standard First Aid and CPR (c) required
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required
- The YMCA/YWCA has implemented a mandatory COVID-19 vaccination policy requiring all staff and volunteers to be fully vaccinated.

Competencies:

- Commitment to the Organization's Vision and Values
- Problem Solving
- Teamwork
- Quality Focus
- Communication
- Service Orientation
- 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 and if your preference is for opening shift or closing shift.*
3. *Applications will be short-listed for interviews as they are received*
4. *We thank all applicants, but only short-listed candidates will be contacted.*

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