



**Program Coordinator – Member Educator (Membership Sales & Services)  
Westhills YMCA-YWCA (Langford, BC)**

**Vacancies:** 1

**Position:** Permanent Full-Time

**Placement:** September 2024

**Salary:** \$51,225/year to start, increasing to \$53,309/year (after successful completion of probationary period)

**Hours:** 35 hours per week; Sunday to Thursday work week, requires early morning openings and weekend availability.

**Nature and Scope:**

The Program Coordinator – Member Educator (Membership Sales & Services) will be a dynamic leader who ensures that professional standards are demonstrated and applied in all related YMCA-YWCA programs and services. This position is responsible for 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 Centre Manager, the Program Coordinator – Member Educator (Membership Sales & Services) will work as a member of the Health, Fitness and Aquatics leadership team. The incumbent's responsibilities will include 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. A high degree of competence and experience leading a team is essential, as is the ability to provide direct service delivery.

This permanent full-time position is entitled to a YMCA-YWCA individual membership; 22 days paid vacation; and a cost-shared benefits package (after completion of the probationary period) which includes:

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

**Responsibilities:**

- Provide leadership to the delivery of membership growth, retention, and the overall member experience
- Recruit, train, coach and supervise, volunteers and staff
- Monitor commitment to service excellence by role modelling and maintaining YMCA SAM 2.1 standards.
- Direct delivery
- Monitor and manage the relevant area budget
- Contribute as a member of the leadership team in the operation of the Branch

- Serve as the Building Supervisor/Duty Manager as required
- Provides leadership to the Annual Campaign as requested
- Adhere to YMCA Child Protection Policies and Procedures

**Qualifications:**

- Minimum 2-years relevant supervisory experience
- University Degree or College Diploma in a related field
- Excellent customer service skills
- Strong computer skills (Word, Excel, Outlook); experience with registration software is an asset
- Excellent oral and written communication skills
- Current Standard First Aid and CPR C required
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required (prior to start date – not required at the application stage)

**Competencies:**

- Commitment to Organization Vision and Values
- Commitment to Health and Safety
- Conflict Resolution
- Coaching and Development
- Service Attitude/Customer Focus
- Relationship Building
- Communication
- Teamwork

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

Human Resources  
YMCA-YWCA of Vancouver Island  
Email: [hr@vancouverislandy.ca](mailto:hr@vancouverislandy.ca)

**Please Note:**

1. *Application Deadline: **September 4, 2024 @12noon***
2. *Please indicate in your cover letter how you heard about this position.*
3. *Application 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.*