YMCA-YWCA Employment Opportunities

DIRECTOR OF MEMBERSHIP SERVICES

Job Description:
The Director of Membership Services will be responsible for the leadership, development, and direct supervision of the Member Services department at both the Downtown and John Tod YMCA locations. Working closely with Member Services staff and supervisors to provide excellent customer service for members and the public as well as play a lead role in membership sales and marketing. Reporting directly to the General Manager of Member Services. He/she will exemplify the YMCA values of caring, honesty, respect and responsibility in all aspects of the position.

Major Responsibilities and Abilities:

• Scheduling, training and direction of Member Services Staff, Volunteers and Supervisors. Ensure all Kamloops YMCA-YWCA Health and Fitness departmental policies and procedures are followed.
• Sales Lead for Membership Growth Initiative (MGI) on behalf of the organization.
• Leadership Responsibilities, including active participation within the Senior Leader Team.
• Facility Duty Manager, active in organizational health and safety and participation in Y initiatives.
• Data monitoring and computer input.

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Building healthy communities

400 Battle Street, Kamloops BC
150 Wood Street, Kamloops BC
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Qualifications:

- Degree or Diploma or Experience in related field
- Current Standard First Aid and CPR-C and AED certificate
- Computer proficiency and cash handling experience (Active Net, Office 365)
- Minimum 5 years experience in customer service and sales, with 2+ years of supervisory experience
- Exceptional customer service attitude
- Goal driven, self starter
- Resourceful and organized with the ability to multitask in a fast paced environment
- Strong financial literacy with experience in budgeting
- Minimum 19 years of age

Competencies:

*Commitment to Mission, Vision and Values*: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision and values of YMCA of Kamloops.

*Service Attitude*: Identifies needs and wants of members/participants as priority and responds in an effective and timely manner to enhance every person’s Y experience.

*Relationship Building*: Builds positive interactions both internally and externally to achieve work related goals.

*Welcoming*: Treats everybody in a friendly and respectful manner. Creates a pleasant, user-friendly atmosphere. Goes out of your way to make people feel at ease and makes an effort to learn the names of staff, volunteers, and patrons.

*Quality Focus*—Ensures that services criteria for self, staff, and programs are set, reviewed and surpassed regularly to provide excellent service delivery.

*Adherence to the YMCA Child Protection Policies and Procedures:*

*Please note that a satisfactory criminal reference check must be received prior to starting employment.*

Application Process:

Please apply in writing with cover letter and resume to:
Ashley Kotai, General Manager,
Ashley.kotai@kamloopsy.ca, or deliver in person
to 400 Battle Street, Kamloops BC. No phone calls.