

Position Title: HFA Centre Manager- Hamilton Downtown Family YMCA

Location: Hamilton Downtown Family YMCA, 79 James Street South, Hamilton, Ontario, L8P 2Z1

Position Type: Full-time with group health benefits and complimentary YMCA membership

Starting Salary: \$76,273 (Grade 6)

Position Description:

The HFA Centre Manager is responsible for managing the daily operations of the branch, ensuring efficient and effective business performance, and driving strategic initiatives to achieve the organization's goals. The GM will lead all HFA departments and programs (Membership, Aquatics, Health and Wellness, and Youth), foster a positive work environment and ensure customer satisfaction and financial growth. This role reports to the Vice President Health Fitness Aquatics and Residence and provides senior strategic and day-to-day leadership to ensure quality programs and services for members, volunteers, participants, and community. This role will provide strong program delivery and is responsible for managing the daily operations and ensuring efficient and effective business performance and driving strategic initiatives to achieve the organization's goals.

This is a newly re-structured role in alignment to our Association's Strategic plan and a revitalized approach to serving our Hamilton Downtown community. This role will work collaboratively with the newly created positions of General Manager Residence Operations and the General Manager Facility Assets. The successful incumbent will need to be a highly engaged leader, have strong program experience in both delivery and development. In addition, the successful candidate should have strong analytical ability, outstanding service orientation, strong organizational skills, and have knowledge of business processes and functions in a multi-unit environment. This role will be very hands-on in leading and guiding all program areas. This is designed as a career progression pathway role to a General Manager.

What You'll Do:

Operational Leadership

- **Program Delivery:** You will oversee the planning, scheduling, and implementation of YMCA programs (e.g., fitness, youth services, aquatics, membership), ensuring alignment with community needs and YMCA values.
- **Customer Experience:** Foster a welcoming, inclusive environment for members and visitors, resolving service issues and promoting positive member experiences.

Team Management

- **Staff Supervision:** You will recruit, train, and supervise staff and volunteers; conduct performance evaluations and foster professional development. Directly oversee Aquatics Team and supervise program staff including scheduling and payroll.
- **Leadership:** Inspire and guide teams to deliver high-quality programs and services that support YMCA's mission.
- **Culture Building:** Promote YMCA core values (e.g., respect, responsibility, caring, honesty) within the workplace.

Financial and Administrative Management

- **Budgeting & Reporting:** You will develop and manage the centre's budget; track revenue and expenditures; produce regular financial and performance reports.
- **Membership & Revenue Growth:** Monitor centre membership and program enrollment; implement strategies to attract and retain members.

Community Engagement & Partnerships

- **Community Relations:** You will act as a key liaison between the YMCA and the local community, schools, agencies, and partner organizations.
- **Advocacy & Representation:** Represent the YMCA at public events, in stakeholder meetings, and within regional/national YMCA networks.
- **Needs Assessment:** Identify and respond to evolving community needs, helping adapt or create programs and services accordingly.

Compliance, Risk Management & Evaluation

- **Regulatory Compliance:** You will ensure all operations follow YMCA policies, legal regulations, and relevant accreditation standards.
- **Risk Management:** Implement procedures to maintain a safe environment for staff and patrons
- **Program Evaluation:** Monitor program outcomes and member feedback to drive continuous improvement

What You'll Bring:

- Post-secondary degree in Health, Business, or a related field.
- University Degree or College diploma in exercise science, recreation and leisure or business administration.
- Minimum of 3-5 years' experience in a mid-management position in a results-oriented role YMCA experience is preferred but not required; related work experience will be considered.
- Strong program delivery experience that may include youth, aquatics, fitness, or seniors with associated certifications.
- Proven expertise in leading teams, health and wellness, recreational programming, strategic program delivery, and financial oversight.
- Computer proficiency in MS Office using Word and Excel.

A Major Asset If:

- One program stream certification: National Lifeguard, Group Fitness and/or Personal Training.
- You are highly organized with attention to detail. Excellent communication skills with the ability to both push information out and listen to gather information to formulate plans.
- You exhibit a growth mindset to see and seize new revenue opportunities.
- Exhibits strong problem-solving skills in long term and immediate situations.
- You have worked in non-profit, charitable, or public sector organizations.

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

Ready to Make a Difference? This is your chance to play a critical role in shaping a thriving, inclusive workplace where employees feel supported and empowered. If you're passionate about people and excited to lead impactful initiatives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

Interested in applying? Please submit your resume to: Genevieve Hladysh, Vice-President, Health Fitness Aquatics & Residence via email to genevieve.hladysh@ymcahbb.ca by **August 22, 2025**.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca