



**YMCA of
Hamilton | Burlington | Brantford**

General Manager, Hamilton Downtown YMCA

79 James Street South
Hamilton, Ontario
L8P 2Z1

Salary Range: Level 3 (\$63,000 - \$90,000)

Position Status: Full-Time with benefits and a complimentary YMCA membership

Placement: Immediate

Benefits & Perks: We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do:

- Paid Vacation Entitlements that increase with seniority
- Competitive total compensation packages
- Group health and benefits plans (includes medical, dental, and prescription medication, subject to eligibility)
- Generous pension plans with employer matching
- Free YMCA Health & Fitness Memberships
- Professional development opportunities including paid training and access to YMCA education scholarships
- Reduced rates for YMCA Child Care, Camp, and Child & Youth programs (subject to eligibility)
- Employee and Family Assistance Program (EFAP)
- Opportunities for career advancement

Nature & Scope

The General Manager reports to the Senior Regional Manager, Health Fitness and Aquatics and provides senior strategic and day to day leadership to the Hamilton Downtown Family YMCA operation, which includes a 174 room Men's Residence. This role will ensure high quality of programs and services for members, participants, and community. Strong analytical ability, excellent communication skills, outstanding organizational and leadership skills. Knowledge of business process and functions in a multi-unit operation.

Responsibilities

- Thorough understanding of branch leadership teams, their departments/operations, to be skilled at managing and leading employees, and make sound decisions for the branch
- Analyzing accounting and financial data, researching and identifying growth opportunities, generating reports and giving presentations.
- Highly organized with attention to detail. Excellent communication skills with the ability to both push information out and listen to gather information and formulate plans
- Exhibits strong problem-solving skills in long term and immediate situations
- Problem-solving aptitude. Makes data informed decisions and ensures collection of good monthly KPI's

If you are interested in this position, please submit your letter of application and resume, **along with salary expectations**, by **May 20, 2022**, attention:

hbb.careers@ymcahbb.ca

We thank all applicants, however, only those considered for an interview will be contacted.

Accessibility:

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Act (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate contacting our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



Charitable Registration #
10808 3825 RR0001





- Responsible for membership engagement and retention strategies in Health Fitness and Aquatics branch
- Relationship building, coaching, employee engagement strategies for staff team and adherence to Human Resource policies
- Lead branch sales strategy and implementation to support member and community engagement
- Oversee 174 room men's residence and tenancy agreements. Working in collaboration with partners to provide wrap around service to residents including mental health and addiction supports.
- Accountable for achieving operational goals through financial management of the branch including both operational and capital budgets
- Responsible to ensure all Public Health requirements for pool operations under Health Protection and Promotion Act R.R.O. 1990, REGULATION 565
- Development and management of the branch operating plans to ensure quality assurance, service excellence and safety
- Develop, implement and monitor appropriate policies and procedures related to the management of the branch
- Ensure familiarity with applicable legislation such as Human Rights to safeguard the respectful and fair treatment of staff, volunteers, members, participants and all visitors to the facility
- Provide overall branch leadership; responsible for the development/implementation of operational plans while respecting executive limitations of the role
- Growth mindset to see and seize new revenue opportunities

Qualifications

- Post secondary degree in Health, Business, and/or marketing or a related field
- 3-5 years experience in a mid-management position in a results-oriented role overseeing membership, program and volunteer development
- YMCA experience is preferred but related work considered
- Skills in Human Resources Management, health, fitness and recreation, membership and program delivery as well as financial management
- Computer knowledge in MS Office using Word and Excel
- Must provide a current Criminal Record and Judicial Matters Check as per the Association's policy
- **If you are hired, prior to your start date and as a condition of employment, you will be required to provide proof that you are fully vaccinated against COVID-19 or have a valid Human Rights exemption**

Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford, in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



Charitable Registration #
10808 3825 RR0001





Competencies

Commitment to Organization Vision and Values

Demonstrates and promotes a personal understanding of an appreciation for the mission, vision, strategic outcomes and values of the YMCA

Communication

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA

Leadership

Guides, motivates and inspires self and others to take action to achieve desired outcomes

Coaching and Development

Commits to assisting participants, volunteers, staff and self in continuous learning and development

Business Orientation

Develops plans and takes action with a view to developing programs and services that will generate results

Planning and Organizing

Establishes a clearly defined and effective course of action for self and others to accomplish short and long term work goals

Quality Focus

Ensures that YMCA programs and services are superior

Internal Applicants:

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

Organizational Overview:

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people

This position requires a commitment to the YMCA mission and core values of: Belonging, Caring, Honesty, Respect and Responsibility, as well as, a commitment to building developmental assets in children and adults. 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.



Charitable Registration #
10808 3825 RR0001

