



YMCA of  
Hamilton | Burlington | Brantford

## Manager of Membership Sales & Services

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

**Starting Salary:** \$40,000 to \$45,000 annually

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

**Placement Start Date:** 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 Manager of Membership Sales and Services provides oversight to the Downtown Hamilton Family YMCA branch and is a member of the Branch Leadership Team which involves strategic planning for the branch on an annual basis, attendance at monthly leadership meetings, involvement on association committees, team leadership responsibilities, AVOCADO support, training, and the ability to step in as Acting General Manager as directed by the General Manager.

Providing direct leadership, the Manager of Membership Sales and Service is responsible for bringing service excellence to the branch using the YMCA standards and the AVOCADO technology.

This is a full-time position, with the understanding that reassignment to an alternate branch to fulfill operational needs may be required. The incumbent is required to manage a flexible work schedule including evenings, weekends, and holidays.

## APPLY NOW

If you are interested in this position, please submit your letter of application and resume, along with salary expectations by **January 9, 2023** attention:

Ashley Laing, General Manager,  
Hamilton Downtown Family YMCA  
[Ashley.Laing@ymcahbb.ca](mailto:Ashley.Laing@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 to contact our Human Resources Department.

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



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### Responsibilities:

- Responsible for the direct supervision and management of staff and volunteers in the membership sales & service area to ensure sales targets and YMCA service standards are met or exceeded.
- Development, implementation, and evaluation of innovative member services aimed at enhancing each and every member's YMCA experience.
- Lead a sales culture with attention to daily metrics, promotions, and key drivers of financial success.
- Role model and communicate the mission and charitable work of the Y that supports a member retention strategy.
- Financial management of all membership transactions.
- Be a contributing member of the branch leadership team focused on successful compliance, branch targets and financial performance.
- Responsible for the effective development and improvement of operating efficiencies of the membership operation through careful budget development and financial control.
- Work with AVOCADO team to ensure effective use of technology system and effective training of memberships teams at two branches
- Prepare seasonal schedules for the branch in coordination with program teams and ensure all member communication strategies implemented.
- Training and development plans for all membership staff.
- Problem solving for branch service and customer service issues.
- Support Accounts receivable in partnership with Finance. High volume of transactional work.

### Qualifications:

- 3 years experience in a customer service supervisory role
- 3 Year Post-Secondary Degree/Diploma in Physical Education, Recreation and/or Business and Marketing
- Excellent written and oral communication skills
- Current CPR and First Aid certifications
- Previous experience in customer service; flexible and well organized
- Computer knowledge in the use of Microsoft Office and email/internet applications
- AVOCADO knowledge and Database management is an asset
- Must provide a current Police Records Check as per the Association's policy

## 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.



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## Competencies:

### Communications

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

### Coaching and Development

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

### Leadership

Motivates and inspires self and others to take action.

### Planning and Organizing

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

### Teamwork

Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience.

### Initiative

Does the right thing at the right time without being asked.

### 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.

Our approach to personal balance and flexibility supports employees to devote time to personal matters. At times, the organizational business needs that arise will require employees to work beyond their normal work schedule in order to fulfill accountabilities required in relation to their job specific function. Together with our employees, the YMCA will work towards maintaining balance and fairness.

## 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.



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