



# Employment Opportunity

**YMCA Northumberland currently has an opening for the following position:**

**Coordinator – Membership Services, Sunny Life Recreation and Wellness Centre**

**Position Status:** Full-Time; 40 hours per week

**Salary Range:** \$39,520 - \$41,600 (commensurate with experience)

**Reports To:** Manager – Health, Fitness and Aquatics

**Organizational Overview:**

As one of the largest charitable community service organizations in Canada, YMCA Northumberland 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: Health, Responsibility, Honesty, Caring, Inclusiveness and Respect, as well as a commitment to building developmental assets in children and adults.

**Nature and Scope:**

Reporting to the Manager- Health, Fitness and Aquatics, the Coordinator, Membership Services is responsible for producing and maintaining strong membership growth and high levels of customer satisfaction in the branch and developing/maintaining a strong and effective volunteer program. Through demonstrated leadership abilities, the Coordinator will work closely with the Manager- Health, Fitness and Aquatics on all matters related to customer service, sales, registration and retention strategy for YMCA Northumberland. The Team Lead will take a lead on development of systems and policies to enhance membership engagement and experience.

The Coordinator is a member of the Branch Leadership Team, which involves: strategic planning for the branch on an annual basis, participation at monthly Branch Team meetings, involvement in Association committees and service manager responsibilities.

**Responsibilities:**

- Responsible for the direct supervision and management of staff and volunteers in the membership sales and service department
- Works collaboratively with Manager- Health, Fitness and Aquatics to ensure 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

- Be a contributing member of the branch leadership team with the Strong Communities campaign and other initiatives where appropriate
- Take initiative and implement and monitor annual sales processes, retention initiatives and other member involvement initiatives
- Ensure that YMCA Standards are being met or exceeded
- Maintain Child Protection Standards on an ongoing basis
- Responsible for the effective development and improvement of operating efficiencies of the membership operation through careful budget development and financial controls
- Front line leadership and scheduled Service Manager shifts as required
- Work collaboratively with Funds Development Staff on events
- Administrative duties related to all member transactions including but not limited to, sales, registrations, donations, sponsorships, subsidy, contract bookings etc.
- Assist in the successful training and execution of the new computer system: ActiveNet
- Development and maintenance of the Membership budget; meeting financial targets
- Responsible for preparing and facilitating the YMCA Annual Members Survey
- Responsible for preparing, facilitating and reporting on Staff Survey results
- Responsible for preparing and facilitating staff probation/performance reviews (3 month and annual)
- Responsible for tracking and reporting on members on roll and member retention

**Work Environment:**

- Based out of Sunny Life Recreation and Wellness Centre YMCA Branch
- May involve travel for events/recruitment

**Competencies:**

- Relationship Building and Partnering
- Results Focused
- Teamwork and Collaboration
- Effective Interpersonal Communications
- People Management

**Qualifications:**

- 2 Year Post-Secondary Degree/Diploma in Physical Education, Recreation and/or Business and Marketing
- 3 years experience in a supervisory role including staff recruitment, training and conducting performance appraisals preferably in a customer service and membership sales setting
- Excellent organizational and time management skills
- First Aid and CPR Certification
- Previous YMCA experience is an asset, as is knowledge of YMCA Standards
- Computer skills using Microsoft Windows applications and ActiveNet training an asset
- Police Vulnerable Sector Check required. Police Checks are reviewed on a case-by-case basis

**Apply Now:**

If you are interested in this position, please submit your cover letter and resume, along with documentation to verify position requirements by **Friday August 16<sup>th</sup>, 2024** to the attention of:

Leanne Clarke

Manager- Health, Fitness and Aquatics

[campbellford.info@nrt.ymca.ca](mailto:campbellford.info@nrt.ymca.ca)

Should you require any accommodation throughout the recruitment process please do not hesitate to contact our Human Resources Department.

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