



**YMCA of
Niagara**

YMCA Employment Opportunity

Director of Membership

YMCA Membership Branch –Niagara Centre YMCA, Welland

Minimum starting salary: \$44,054.40 annually plus full YMCA benefits

Start date: immediately

Full Time 40 hours per week - days, evenings, weekends, holidays

QUALIFICATIONS:

- Post-secondary diploma or degree in Business, Marketing or related field
- Minimum 3 years customer service, sales and philanthropy experience
- Minimum 3 years staff/volunteer supervisory experience
- Knowledge of Unison and YMCA Member Continuum are an asset
- Current Criminal Reference Check with Vulnerable Sector Screening [within 1 year from date of issue]
- Current Standard First Aid/CPR[C]

RESPONSIBILITIES:

- Manage, coach and support the Membership Staff Team to build a service delivery team that promotes friendly and welcoming, excellent membership service and sales.
- Role model excellent service and leadership behaviors.
- Provide leadership in recruiting, training and coaching of staff/volunteers.
- Ensure staff/volunteer development plans (employment and performance criteria) are monitored and directed.
- Promote and practice YMCA Priority Sam 2.1 EYE standards in managing the operations of Membership Sales and Service.
- Make decisions and solve problems regarding membership service functions, membership accounts and membership concerns.
- Develop and implement new membership reception procedures that would enhance service.
- Manage Membership sales and retention plans to achieve desired Membership targets.
- Co-ordinate, monitor and manage an annual budget for the Membership Sales and Service Department.
- Implement and assess the Financial Assistance program.
- Plan, implement, measure and report on new sales strategies and initiatives.
- Develop, implement and measure retention strategies (Long term member recognition, member appreciation, renewal notices and follow-up, low usage members).
- Provide leadership to the annual giving staff campaign and support the annual community campaign.
- Work as a member of the senior staff team to support branch operations and association initiatives.

The YMCA is a charity dedicated to building healthy communities.

The YMCA of Niagara delivers programs in Health & Fitness, Community Outreach, Child Care, Day Camp and Employment & Newcomer Services throughout Ontario's Niagara Region.

We are committed to nurturing the potential of children, youth and families, promoting healthy living and fostering social responsibility within the community.

Operating from 112 sites across Niagara, and supported by 1,500 employees and 840 volunteers annually, the YMCA has a positive impact on the health of over 92,000 individuals annually.

Our focus on inclusiveness and accessibility means we serve people of all ages, backgrounds and abilities through all stages of life. Through the YMCA Strong Kids campaign, the YMCA is accessible to all.

*Building healthy
communities*



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CORE COMPETENCIES:

- *Leadership:* Motivates and inspires self and others to take action to achieve and exceed desired outcomes.
- *Service Orientation:* Deliberate identifies and creates opportunities to enhance each and every individual's YMCA experience
- *Relationship building and Collaboration:* Builds positive interactions both internally and externally to achieve work related goals.
- *Coaching and Development:* Commits to assisting participants, volunteers, staff and self in continuous learning and development.
- *Communication:* Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the Association.
- *Problem Solving:* Identifies issues and acts quickly to resolve problems that threaten quality, service or values.
- *Business Orientation:* Maintains and promotes YMCA business practices and develops/executes marketing and sales plans to generate results. Executes strategies to ensure YMCA programs are remaining relevant.
- *Philanthropy:* Demonstrates a personal responsibility for the YMCA as a charity.

Interested applicants are invited to submit a letter of intention outlining your proven coaching and customer service experience along with documentation to verify completion of (or in process of completing) Standard First Aid/CPR(C) by noon on **June 22, 2018** to:

E: yjobs@niagara.ymca.ca F: (905) 735-2299

Please indicate **position and branch/cities** applying for in the subject line of your email. ***Internal applicants are expected to notify their supervisor before applying. Only those applicants being considered for an interview will be contacted.***

Accessibility accommodations and materials in alternate formats for individuals with disabilities can be arranged upon request.

For more information on other opportunities at the YMCA of Niagara please visit: ymcaofniagara.org

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