



JOIN OUR TEAM!

Manager, Sales & Member Experience – Full Time Administration Branch, 3550 Portage Avenue

As an experienced business professional with a successful track record of driving revenues in a competitive market space, you know that quality customer service strengthens the connection to brands with customers.

You are a dynamic relationship-building powerhouse who is looking for a way to combine your business acumen, sales expertise and strong leadership skills to forge a top-notch team that exceeds customers' expectations. You wholeheartedly believe in our charitable purpose and you want to deliver that message to the world.

You love to roll up your sleeves and develop, manage and implement plans, policies and practices that increase membership sales and streamline database processes. Top-notch problem solving and analytical thinking are in your wheelhouse. Ensuring members' views and best interests are reflected in your team's work is your forte.

If this sounds like you, please get in touch. We think you'll fit in here.

You have a proven ability to:

- Implement membership recruitment, engagement, retention and reactivation strategies and initiatives
- Train, manage and coach a fully engaged and high-performing team, with a focus on sales and member experience
- Create and manage sales budgets, sales plans, metrics and reports
- Proactively seek feedback from members on programs, services and relevant issues
- Implement and optimize business processes, policies and technology investments
- Expertly and proactively use a database to help solve system or customer issues

Qualifications:

- Degree in Marketing, Business, Hospitality or Hotel and Restaurant Management
- Minimum 5 years' experience managing others who have supervisory roles
- Intermediate to advanced knowledge and use of databases
- Superior communication and relationship-building skills
- Intermediate to advanced knowledge of Microsoft Office programs. Power BI is an asset
- Demonstrated ability to sell products or services through a variety of sales techniques with a track record of achieving targets

If you are qualified and interested in this opportunity, please submit your resume and cover letter by **November 26, 2021**, for confidential consideration to WIN-resumes@ymanitoba.ca

The YMCA-YWCA of Winnipeg is committed to providing a safe environment for children and vulnerable individuals. All applicants will be thoroughly screened through a review process including Police Record Checks with Vulnerable Sector Search and Child Abuse Registry Checks. We look forward to contacting qualified candidates.

If you are hired, prior to your start date and as a condition of your employment, you will be required to provide proof that you are fully vaccinated against COVID-19 or have a valid exemption.

Alternate formats available upon request

