



JOIN OUR TEAM!

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

As an experienced business professional, you know that quality sales and service experiences strengthen customer's connection to brands. You are a dynamic relationship-building powerhouse who is looking to continue your successful track record of driving revenues in a competitive market space. You wholeheartedly believe in our charitable purpose and you want to build a top-notch team that aligns members' needs to our services in support of our cause.

You love to roll up your sleeves and develop, manage and implement plans that increase membership sales and streamline 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 member acquisition, engagement, retention and reactivation strategies and initiatives
- Develop a high-performing sales and service team through training, coaching and mentoring
- 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 investigate and help solve system or customer issues
- Implement change and effectively manage people and resolve conflicts

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
- Advanced sales experience with a demonstrated ability to teach others to sell through a variety of sales techniques
- Proven track record of achieving targets

If you are qualified and interested in this opportunity, please submit your resume and cover letter by **Monday, April 11, 2022**, 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 immunized against COVID-19 or have a valid exemption.

Alternate formats available upon request

