



JOIN OUR TEAM!

Membership Sales & Experience Training Team Lead, Full Time Administration Branch, 3550 Portage Avenue (travel between branches required)

Are you passionate about providing leadership in the customer service experience? Do you want to join a dynamic environment? The Membership Sales & Experience Training Team Lead provides direct leadership for the recruitment and database training of membership staff. This individual is responsible for data integrity and supports the overall membership department in membership acquisition, retention, reactivation and customer service activities.

Are you the right fit?

- Model superior customer service and exemplary sales techniques
- Recruit, select and onboard staff
- Create and deliver staff training at all four membership centre locations
- Deliver and role model member engagement activities, including member tours
- Plan and assign staff schedules
- Maintain front-line delivery presence and resolution of escalated customer complaints
- Implement plans to increase fiscal management and streamline member services operations
- Conduct database audits to ensure data integrity and re-train staff as required
- Provide additional support to the larger team as needed

What else do you need?

- Post-secondary education in Hospitality Management, Business Administration or Adult Education
- 2-4 years' experience providing on-the-job training to staff and working with a database
- Proven leadership abilities
- Exceptional interpersonal, customer service and public relations skills
- Strong organizational, time management, conflict resolution & problem-solving skills
- Proven experience in sales methodologies; strong selling skills
- Standard First Aid
- Fully immunized against COVID-19 or valid exemption
- Valid driver's license and vehicle

Why work at the Y?

- Great people and a great work environment!
- Many opportunities for growth and advancement
- We pay most of your benefit premiums
- Complimentary Y individual membership
- 5% employer-matching pension plan

Submit your cover letter and resume by July 8, 2022 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 also are committed to providing an inclusive environment where diversity is welcomed and encouraged. If you require accommodation during any part of the recruitment or selection process, please don't hesitate to reach out. This includes providing you with alternate formats of this posting. We thank you for your interest; however, only candidates selected for an interview will be contacted.

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.

