



# JOIN OUR TEAM!

## Membership Sales & Experience, Team Lead - Full Time

**Elmwood-Kildonan Branch, 454 Kimberly Ave. & Downtown Branch, 301 Vaughan St.**

**(Travel between branches required)**

You're a results-driven, dynamic professional with an established career in a customer-focused sales environment. You thrive on building long-lasting relationships with customers and providing consistent sales and customer service is as natural to you as breathing. Your superstar attitude motivates your team to meet and exceed sales goals. Prioritizing a varied workload is second nature to you. You'd love to apply your expertise and experience in a fast-paced, dynamic organization that takes pride in delivering its charitable mission. If this sounds like you, please get in touch.

### Are you the right fit?

- Ability to build strong relationships and connect with members
- Sell, promote and market our brand
- Lead your direct reports to exhibit high performance
- Set goals and expectations and monitor standards
- Diligently manage financial responsibilities including payroll administration, departmental budgets, accounts receivable collections and cash handling
- Keep up to date in Y program offerings and services

### What else do you need?

- Post-secondary diploma or degree in Hospitality Management or Business Administration
- Experience recruiting, training, coaching, and evaluating employees
- 2-4 years' experience leading a customer service team
- Minimum three years' experience in sales, with emphasis on goal setting, building relationships and customer service
- Standard First Aid (to be completed in first 3 months of employment)
- Exemplary leadership, communication, and interpersonal skills
- Strong organizational, time management, conflict resolution & problem-solving skills
- 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 October 21, 2022 to:**

Costa Papadopoulos, Manager, Sales & Membership Experience - [costa.papadopoulos@ymanitoba.ca](mailto:costa.papadopoulos@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.*

