



## Employment Opportunity

### Team Leader, Administration

**Date Posted:** January 8, 2018

**Position Title:** Team Leader, Administration

**Location:** Tong Louie Family YMCA

**Terms:** Permanent Full Time: 30-35 hours/week

**Shift:** hours will vary based on work load

**Salary:**

0-519 Hours	\$16.32
After 520	\$16.83
After 1100	\$17.85
After 2500	\$18.81

**Start Date:** As soon as possible

**Reports To:** General Manager

**Situation:**

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal & social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behaviour—we do the right thing, put people first, keep our promises and lead by example.

For over 130 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland's leading charities, the YMCA of Greater Vancouver provides services in health & fitness, child care, camping, employment & community services to over 120,000 participants annually.

**Nature & Scope:**

The Administrative Team Lead will report directly to the General Manager and will work collaboratively with the leadership team. The Administrative Team Lead will be responsible for providing administrative support to the Robert Lee Facility and Association projects. The Administrative are responsible for providing exceptional service to Members and guests of the YMCA and will follow the practices outlined in the YMCA 7 Steps of Selling, SAM 2.0 and the YMCA Core Values.

**Major Responsibilities:**

- Supply Ordering for all program areas
- Meeting room and facility bookings
- Ongoing cashouts for Membership staff, including bank deposits
- Room bookings and facility master schedule
- Internal communication including facility signage, calendars and schedules
- Mail and couriers, including managing postage machine
- Annual campaign administration
- Promote membership sales and services in a positive and professional manner

- Build meaningful relationships through positive daily interaction with YMCA members, visitors, and colleagues
- Promote philanthropy through the YMCA's annual Strong Kids Campaign
- Support a productive and cheerful team that provides excellent customer service
- Become proficient in operation of the Class customer database
- Use established systems and structures to record and report on member satisfaction, interest trends, and activities
- Maintain an atmosphere of achievement that inspires self and others to succeed at the highest levels
- Ensure the safety of all members, participants, staff, and property by following YMCA standards/policies/procedures and ensuring they are maintained amongst all members and staff
- Maintain a neat, orderly, and clean environment, including all program areas, common spaces, and washrooms
- Assist with training new staff/volunteers in procedures and practices
- Attend staff meetings, planning sessions and training events as required
- Other projects and tasks as assigned by General Manager

**Requirements:**

- Current Standard First Aid and CPR-C & AED certificate
- CLASS experience/knowledge and asset
- Computer proficiency, including Microsoft Office
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding your start date
- 3 professional references
- Experience in fast paced, customer focused environment
- Demonstrated high level of organizational and customer service skills
- Proven decision-making competency and ability to think quickly in difficult situations

**Competencies:**

*Commitment to Organization and Values:* Demonstrates and promotes a personal understanding of and appreciation for mission, vision, strategic outcomes and values of the YMCA of Greater Vancouver.

*Service Orientation:* Deliberately identifies needs and wants of members/participants as priority, and creates opportunities to enhance each and every person's YMCA experience.

*Teamwork:* Ability to work effectively with others to achieve optimal collective results.

*Communication:* Ability to speak, write, listen, and secure information in a variety of settings

*Outcomes Oriented:* Ability to lead, manage, and achieve identified goals.

**Application Process:**

Internal applicants should inform their supervisor prior to application.

Complete online application using the following link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=ymcagv&jobId=139460&lang=en\\_CA&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=ymcagv&jobId=139460&lang=en_CA&source=CC3)

**Application deadline: 6:00 p.m. January 14, 2018**

*Thank you for your interest and application.  
Due to the high volume of applications received, only short-listed candidates will be contacted.*



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