

Job Title: Supervisor of Membership Sales & Services
Position Type: Full-time
Salary Range: \$38,000 - \$42,000

Position Overview

Reporting to the Director of Membership Services, this position is responsible for excellent customer service, sales, hands-on member relations, supervising & training/coaching of staff as well as other administrative duties as assigned, all while adhering to the YMCA's core mission, vision and values.

Duties

- Act as the first point of contact for member concerns and feedback and follow-up to resolve them in a timely manner.
- Coordinate the daily workload of the membership team and complete the follow-up to keep things running smoothly and efficiently.
- Serve as a role model to members, volunteers, and staff by demonstrating our YMCA values.
- Understand, promote, participate, and solicit others to participate in YMCA philanthropic, recognition and awareness of events and activities in the organization.
- Supervise and facilitate ongoing training of the membership team to help ensure they are successful and supported.
- Assist in the interview and hiring process when needed.
- Communicate with the Director and team on any service concerns or issues that may affect YMCA quality.
- Complete administrative duties as assigned.

Skills & Qualifications

- Bilingualism in both official languages is a strong asset
- Able to work flexible hours (early mornings, dayshift, evenings and weekends will be required)
- Exceptional customer service attitude, minimum of 2 years' experience in customer service
- Strong communication skills, especially an outgoing personality
- Computer and cash handling experience
- Standard First Aid and CPR certification
- Clear Criminal Record and Vulnerable Sector Check
- Management experience considered an asset

Competencies

- **Leadership:** Guides, motivates and inspires self and others to take action to achieve desired outcomes.
- **Service Orientation:** Deliberately identifies and creates opportunities to enhance everyone's YMCA experience.
- **Planning and Organizing:** Establishes a clearly defined and effective course of action for self and others to accomplish short- and long-term work goals.
- **Teamwork:** Actively builds teams and encourages open relationships for maximum organizational effectiveness.
- **Communication:** Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

If you would like to work in a family friendly environment, send us your cover letter and resumé by email to the attention of:

VANESSA VICTORIA
Director of Membership Sales & Services
vanessa.victoria@ymcamoncton.ca

Application deadline: Nov. 28, 2025

We thank all candidates for their interest, however, only those selected for an interview will be contacted.

About us

At the **YMCA of Greater Moncton**, we believe in creating spaces where everyone feels welcome, supported, and empowered to shine in their own way. As a charitable organization, we've been building healthy, vibrant, and connected communities since 1870—offering programs that inspire people of all ages, abilities, and backgrounds to grow stronger in body, mind, and spirit.

We've come a long way in 150+ years! In 2020, we proudly celebrated our milestone anniversary *and* expanded our reach with a new satellite location in Moncton's North End—bringing even more opportunities to connect, belong, and thrive.

Why Join the YMCA?

When you work at the Y, you're not just starting a job—you're stepping into something bigger. You become part of a purpose-driven team, helping children, youth, adults, and families unlock their full potential. Every role at the YMCA makes an impact. Whether you're leading programs, supporting behind the scenes, or welcoming members at the front desk, your work helps light the way for others.

Be the spark that inspires change.
Be the spark that lifts up your community.
Be the spark that helps others shine.