

THERECC.CA

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

Member Experience Supervisor

Full Time

Job Description Continued

Customer Service:

- Provide quality customer service to ALL members and patrons: no matter of race, religion, physical or mental barriers or any other discrimination basis
- Ensure member adherence to RECC policies
- Attend Fitness Centre as needed
- Conduct member orientations as required
- Provide member supervision for those accessing the facility
- Maintain a friendly and professional code of conduct
- Demonstrate strong communication skills to fellow staff members and patrons
- Act as a team player and support others
- Be flexible and adaptable as the business continues to evolve
- Represent the values of the RECC
- Build positive relations with fellow staff members and patrons

Managerial:

- Assist with staff scheduling, ensuring proper coverage for Welcome Desk/Fitness Centre
- Perform regular staff reviews, provide feedback and create coaching plans
- Address and resolve customer escalations
- Regular reporting of sales and progress updates for other initiatives to MES Manager / Director
- Use problem solving skills when working with situations that require de-escalation.
- Provide process improvement suggestions, providing relevant data/analysis to assist with MES Manager and Director with decision making process
- Ensure all training documents are up to date and that all MES staff are trained to the same level
- Stimulate sales, leading by example as well as training other staff on upselling / sales techniques
- Ensure team is completing tasks accurately, in a timely manner and are accountable



Current Criminal Record and Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin. Wage offered is based on previous experience and level of training and/or certifications.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ►

msmith@therecc.ca

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.