

Member Experience Team Lead

Starting Wage: 15-17 per hour (based on experience/qualifications)

Email resumes/cover letters to: msmith@therecc.ca

Rath Eastlink Community Centre

The Member Experience Team Lead is a critical part of the Member Experience team, and will play an integral role in ensuring a positive member experience while visiting the RECC.

The Member Experience Team Lead will assist the Membership Experience Manager with coaching, scheduling and supervising the Membership Experience team. They will be required to perform regular staff reviews and provide feedback to the Membership Experience Manager.

Ideal candidates will be individuals with a passion for customer service with previous experience in a management/supervisory role.

Responsibilities

Administrative:

- Onboard membership enrollments and reactivations
- Facilitate membership sales and POS transactions
- Conduct program registrations and enrollments
- Assist in maintaining accurate participation statistics
- Ensure members scan in and have a valid membership
- Sell/Print/Email/follow up with all ticket requests for events

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
- Demonstrate sales/upsell abilities
- 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
- Use problem solving skills when working with situations that require de-escalation.
- Ensure team is completing tasks accurately, in a timely manner.
- Ensure team is taking a proactive approach to tasks and are engaged and accountable.

Other:

- Assist with the sanitization of equipment and work spaces, as needed
- Assist with the cleaning of the fitness centre and welcome desk areas; such as sweep & mop floors, dust, vacuum mats, clean mirrors, and other cleaning duties, as needed

In an emergency, respond appropriately with communication/rescue response/first aid treatment/and activation of appropriate emergency services.

Perform continuous risk management and communicate needs or concerns to appropriate personnel

Complete all reports and documents appropriately in a timely manner and daily risk management checks

Ensure accurate, objective completion of Accident, Incident and/or First Aid forms as required

Maintain current knowledge of company policies and procedures and ensure adherence

As an events facility, there are numerous events that may require additional assistance from our staff. Duties are event specific, and will be defined as events are booked.

Ensure full confidentiality is maintained for all members/users/staff by employing procedures that reduce the unnecessary transmission of confidential information.

Other duties as assigned within scope of role

Qualifications

- High School diploma / GED
- Minimum Two (2) years' administrative experience
- Minimum Two (2) years' supervisory/managerial experience
- Minimum Two (2) years' customer service experience
- Able to work weekends/evenings
- Experience with MS Office / Google (Gmail/Drive) preferred
- First aid preferred
- Computer proficiency preferred (navigating computer with multiple windows and point of sale systems open)
- Qualifications and certifications will be required as per specific roles and must be maintained.

A current Criminal Record Check and Child Abuse Check are mandatory for all RECC employees, and must be presented before beginning employment.

Competitive Wages, Medical/Dental benefits

Work With Us

JOIN OUR DYNAMIC TEAM!! COMPENSATION INCLUDES FULL MEMBERSHIP TO RECC!!

The Rath Eastlink Community Centre is full of exciting options that will help you and your family live an active lifestyle. Hosting an Aquatic Centre with two pools and a 2.5 story water slide; fitness centre and studio with cardio, weight lifting, and circuit equipment; athletic development centre; indoor 35' high rock climbing wall; NHL sized ice pad for skating,

surrounded by 2,500 fixed seats; in-house food & beverage provider; and a walking/jogging track free for public use, the recreation opportunities are extensive!