

THERECC.CA

# JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

## Member Experience Supervisor

Full Time

Wage - 16\$/hr | Based on Experience

The Member Experience Supervisor 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 Supervisor 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.

Although this role will be required to work anytime within our normal operating hours as scheduled, the majority of shifts will be afternoon/evenings and weekends to ensure adequate managerial coverage for the welcome desk.

Like others within the facility with a supervisory role, the MES supervisor may be scheduled outside of regular hours for event support based on event requirements.

### 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
- Assist with new software/technology implementation and associated staff training



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](mailto:msmith@therecc.ca)

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