

## **Office Manager**

The Sylvan Adams YM-YWHA is a high-spirited, health conscious community centre environment with great energy focused on making a positive and meaningful difference in the lives of people in our community. Our fully equipment multi-sport centre has just embarked on a significant renovation to our facilities, with plans to transform 13,500 sq.ft. into a world class performance centre that meets the evolving needs of our members & community.

The Office Manager is responsible for providing excellent administrative and customer service support and helping to ensure the efficiency and effectiveness of our daily operations and special projects.

### **Description of Mandate**

- Coordinate and maintain all administrative operations and office procedures of the Welcome /Sales Desk.
- Recruit, mentor and train customer service representatives and nurture an environment where they can excel through encouragement and empowerment
- Keep the Intranet Staff portal up to date.
- Prepare and analyse statistics and compile accurate reports as needed.
- Schedule staff, prepare payroll, control correspondence, book meetings, manage office supplies
- Recommend and implement initiatives aimed at improving and maintaining the quality of member experiences and relationships
- Take ownership of customer issues and follow problems through to resolution.
- Improve customer service experience, create engaged customers and facilitate organic growth
- Provides all necessary administrative support to the Director of Fitness and Membership.
- Partner with HR to maintain office policies as necessary.
- Coordinate with IT department on Membership Services Department office equipment
- Adhere to and manage the approved budget
- Maintain an orderly workflow according to priorities
- Maintain positive relationship with customers, as well as co-workers
- Other administrative duties as needed.

### **Requirements**

- Minimum 3 years of proven working experience in the field of office management and customer service
- Excellent knowledge of management methods and techniques
- Proficiency in English and French, both in writing and verbal
- Proficient in MS Office (Word, Excel and Outlook) and Internet
- An energetic individual who can exercise initiative and be thorough, accurate, and detail oriented
- Ability to work autonomously with minimum supervision
- A strong communicator, excellent written and verbal communication skills with different customers in a calm, courteous, and effective manner
- Advanced troubleshooting and multi-tasking skills
- Customer service orientation
- College/Cegep diploma or higher in related field

