



**SYLVAN ADAMS
YM-YWHA**
CCJ BEN WEIDER JCC
HARRY BRONFMAN YCC

Job Opening: Customer Experience Coordinator

The Sylvan Adams YM-YWHA (the Y) is a member-driven organization with a 110-year history of pursuing its vision of sustaining Jewish continuity in Montreal. It provides a warm, welcoming, and inclusive environment, rooted in Jewish values and open to those of all backgrounds, where its members can gather to participate in a wide range of social, physical, and experiential learning activities that enhance their health and well-being, deepen their Jewish identity and appreciation of Jewish culture, and foster a connection to one another.

The Y is currently going through a process of reimagining its role in the community. We are looking for a dynamic and experienced full-time **Customer Experience Coordinator** to join our team.

JOB SUMMARY

Working under the supervision of the Manager, Customer Experience, Membership, and Events, the CX Coordinator oversees the customer experience for current, new, and prospective clients. This position requires an approachable and enthusiastic individual, a natural leader who will foster a customer-focused environment across the Y. The coordinator ensures that the Y provides customers with excellent, welcoming, warm, professional service with personalized and timely responsiveness to our clientele.

RESPONSIBILITIES

The **CX Coordinator** will have the following key responsibilities. This is not an exhaustive list:

- ❖ Hire, train, oversee and evaluate the CX team
- ❖ *Create*, update, and maintain standard procedures for an optimal customer experience,
- ❖ Develop and *propel* ongoing training for CX and sales teams
- ❖ Motivate the team to excel in personalized service and genuine approach
- ❖ Schedule and submit bi-weekly payroll
- ❖ *Collaborate* with other departments to develop potential promotions
- ❖ Manage customer escalations and *aspires* to provide exceptional service to our community
- ❖ Oversee the Pro shop and merchandising of products
- ❖ Manage incoming sales leads
- ❖ Educate customers on our offerings
- ❖ Oversee the CX team in establishing and maintaining current and prospective client relationships from welcome to close of the sale
- ❖ Oversee renewal follow up

The ideal candidate has:

- ❖ Friendly, pleasant manner;
- ❖ Excellent interpersonal skills in person, by telephone, and in writing;
- ❖ Bilingual, strong listening and communication skills in English and French;
- ❖ Two years' experience overseeing a customer service team, is an asset
- ❖ One-year sales experience preferred;
- ❖ Knowledge of Active Net is an asset;
- ❖ Proficiency in Microsoft Excel and/or Google Sheets;
- ❖ Sound judgment;
- ❖ Adept at de-escalation;
- ❖ Self-starter, driven to succeed
- ❖ Open to feedback, to change, and to learn new approaches
- ❖ A background working in the Community is an asset.

WHY THE Y

- ❖ On-the-job training and skill acquisition in a supportive and creative environment
- ❖ Competitive Salary
- ❖ Robust benefits package including group insurance and a pension program
- ❖ 2 weeks accrued vacation time + major Jewish holy days
- ❖ On site kosher cafe
- ❖ Membership to a state-of-the-art fitness facility
- ❖ Values-oriented community-engaged employment with the best colleagues in town
- ❖ We help you grow – personally and professionally

Do you have what it takes? Can you *imagine* the impact you can have as our **CX Coordinator** at the Y?

Please submit your CV to hrsearch@ymywaha.com. Only those candidates who are selected for an interview will be contacted.