



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

## Job Opening: Client Success Manager

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. Our team works in a high-spirited, health-conscious environment with great energy focused on making a positive and meaningful difference in the lives of people in our community.

The Client Success Manager is responsible for ensuring that our members are exceeding their goals through their experience at the Y. As a key member of the Customer Experience (CX) and Membership team, the Client Success Manager ensures that we are providing the best customer service possible, while working to meet the Y’s membership sales and retention targets.

The Client Success Manager is a full-time position, reporting to the Manager, CX & Membership.

Available to work **one of** the following shifts (or a combination):

**SHIFT 1** - Mon-Thurs 8:00-16:00 and Fri 8:00-15:30

**SHIFT 2** - Mon-Thurs 13:30-21:30 & Sun 9:00-17:00

### RESPONSIBILITIES:

The Client Success Manager will have the following key responsibilities. This list is not exhaustive:

- Build community through relationships with current and prospective members to strengthen their bond with the Y by circulating on the fitness floor, greeting people, and getting to know them.
- Supervise and train Health & Wellness representatives (fitness floor and locker rooms/Health Club) in conjunction with Manager, CX & Membership.
- Supervise and train CX Representatives (Welcome and Fitness Desk) in conjunction with Manager, CX & Membership.
- Engage prospective members/personal training clients through outreach, tours, and consultations.
- Process membership applications, including payments.
- Lead on-boarding processes, fitness assessments, in-body scans, and personal training sales.
- Track member journeys and establish touchpoints with prospective and new members for feedback and further engagement.
- Achieve individual and team sales goals.
- Receive personal training inquiries and interact with members for the purpose of selling personal training hours and assign members to staff Personal Trainers.
- Identify opportunities for an enhanced and excellent membership experience, on own and with colleagues from the Operations department team.
- Work with other departments at the Y to achieve excellence.

### QUALIFICATIONS:

- Successful retail or other client-facing sales experience
- Excellent people skills and communication skills
- Proven effectiveness leading teams
- Current nationally recognized personal training certification
- Current CPR, AED, and First Aid certification or willing to take course within the first three months.
- Proficient in Microsoft 365

- Creativity and the ability to think creatively.
- Excellent written and verbal communication skills in BOTH English and French

**WHY THE Y:**

- Access to state-of-the-art equipment in a newly renovated 13,500 square foot facility
- Certain Jewish holidays off
- Robust benefits package including group insurance and pension plan.
- On-site indoor parking
- Free membership to the Y
- Values-oriented community-engaged employment with the best colleagues in town
- On the job training and skill acquisition in a supportive and creative environment
- We help you grow – personally and professionally

Please submit your CV to [hrsearch@ymywha.com](mailto:hrsearch@ymywha.com) with the position in the subject line. Only those candidates who are selected for an interview will be contacted.