

Manager Club Services (MCS)

Location: Sunnyside Paddling Club – 1755 Lakeshore Blvd West, Toronto, ON M6S 5A3

Job Type: Full-time

Salary: \$22 - \$25



About Us:

Sunnyside Paddling Club is one of the largest paddling clubs in North America dedicated to promoting paddle sports within the GTHA and providing an exceptional experience for our over 2400 members and guests. We take pride in offering outstanding service, a welcoming atmosphere, and a well-maintained environment for all paddling sports

About the Role:

We are seeking a dedicated **MCS** to lead a team of 4-6 staff members in delivering a top-tier experience for our members. This entails such tasks as maintaining the facility and assets, retrieving and renting small craft and dragon boats for rental overseeing special events. This role is perfect for someone who thrives in a dynamic environment, balancing customer engagement with operational excellence.

Hours

- Normal operating hours are 4pm to 930pm weekdays, 7am to 7pm Weekends.
- Extended hours for special events and programming.
- Shifts on weekends are 7-9 hours.

Key Responsibilities:

- Lead and manage a team to maintain a high standard of service and cleanliness.
- Ensure members have a positive and memorable experience at our waterfront club.
- Oversee business administration tasks and assist with basic trade-related duties.
- Promote and enforce club safety protocols.
- Maintain a friendly and professional demeanor while interacting with members.
- Uphold club policies and operational efficiency.

What We're Looking For:

- A responsible and approachable leader with strong communication skills.
- Ability to balance hospitality with operational upkeep.
- Experience in customer service, facility management, or hospitality is a plus.
- Basic trade skills and an understanding of safety protocols are beneficial.
- A proactive problem solver with excellent organizational skills.
- Lift and carry up to 45lbs

- Proactive; able to work autonomously with minimal supervision
- Available for as much of our operating season as possible which is from early April to end of October, however operational hours normally greatly reduce when approaching the school season. Accomodation available.

Why Join Us?

- A dynamic and fulfilling role with a variety of responsibilities.
- Work in a beautiful waterfront setting.
- Opportunity to lead a team and make a meaningful impact.
- Competitive compensation and benefits.

Qualifications

- Current National Lifeguard Pool or National Lifeguard Waterfront certification.
- Pleasure Craft Operators license and Toronto Port Authority Harbor license
- Able to obtain and maintain the National Lifeguard Waterfront certification
- Vulnerable Sector Screening/ Background Check
- Minimum 1 year of lifeguard experience
- Some experience in a human powered craft an asset

Please email cover letter and resume to customerservice@sunnysidepc.ca