



St. John Ambulance

SAVING LIVES
at work, home and play

Who We Are

As Canada's leading first aid and safety charity, St. John Ambulance is dedicated to enabling people's health, safety, and quality of life through training and community service. Building on a 900-year tradition, St. John Ambulance provides first aid, CPR, and safety training and products, where proceeds also help fund several charitable community programs. St. John Ambulance British Columbia and Yukon strives to be the National leader on technology upgrades, providing community services, and create a dynamic working environment to attract talented employees.

General

Our British Columbia and Yukon Council is seeking an experienced and talented Branch Manager to lead with a customer service mindset in our Nanaimo Branch. You will manage staff, as well as instructors. To effectively ensure a quality image of St. John Ambulance, volunteer engagement, networking and presentation opportunities are vital to the success of this role. The successful candidate will have a hands-on approach and will be committed to the expansion and success of the business by implementing strategies that increase productivity and enable sales targets achievement.

Responsibilities and Duties

- Effectively manage overall branch operations in a busy environment;
- Establish and maintain relationship building with customers, staff, and volunteers;
- Generate and maintain top sales;
- Lead others effectively with a customer service-oriented mindset;
- Strong financial acumen to oversee sales and budgets;
- Excellent multitasking to manage sales, customer service, administration, and classrooms;
- Engage effectively and support our key stakeholders;
- Act as a resource and support the Community Services volunteers; and
- Engage in networking opportunities to effectively communicate the St. John Ambulance vision.

Knowledge and Skills

- University degree in Business Administration / Marketing / Commerce or related experience;
- Knowledge of financial accounting, practices, and procedures;
- Proficient in computer applications;
- Excellent verbal and written communication skills;



St. John Ambulance

SAVING LIVES
at work, home and play

- Excellent customer service, interpersonal, and organizational skills; and
- Knowledge of St. John Ambulance's courses and community services is an asset.

If you or someone you know is interested in this position, please email a resume and cover letter to bcy.hrteam@sja.ca.