



Job Posting

Membership Services Representative

YMCA of Eastern Ontario

Kingston Branch

Employment Category: Part Time

Hours: Mornings, Days, Evening & Weekends

Compensation: \$15.50 per hour

Placement Date: Immediately

Work Location: 100 Wright Crescent and St Lawrence College

Our Mission:

The YMCA in Canada is dedicated to the growth of all persons in spirit, mind and body, and to their sense of responsibility to each other and to the global community.

Our Vision:

Our values are caring, honesty, respect, responsibility, and inclusiveness. These are central to our mission, guiding our behaviours, attitudes, and actions.

Nature & Scope:

The YMCA Membership Services Representative will monitor and control YMCA access while promoting a welcoming atmosphere in which members and guests can obtain detailed information on a wide range of activities.

Responsibilities:

Reporting directly to the Supervisor of Membership Services, the Membership Services Representative is responsible for:

- Providing a welcoming and positive atmosphere for all members, guests, staff, and volunteers
- Greeting each member, potential member, guest, staff, and volunteer promptly and courteously when they visit the YMCA in person or call over the phone
- Providing accurate information on our memberships, facilities, programs, camps, and courses
- Performing clerical duties and sales transactions involving cash, cheque, credit card, etc., ensuring care and accuracy.
- Working towards and achieving personal and team sales targets
- Performing all duties of a Membership Sales Representative in an exemplary manner as required by work volumes and scheduling needs
- Registering members, customers and facility users for YMCA memberships, programs, camps, and courses



- Responding and exerting care of concerns from members and forwarding to the appropriate department
- Maintaining the safety and security of members and participants by adhering to YMCA child protection, health & safety, and PCI policies and procedures
- Possessing a “Can Do” approach, and actively looking to help and assist members and guests

Qualifications:

- Criminal Reference Check (CPIC) including Vulnerable Sector Check completed not more than 120 days prior to an interview, with results acceptable to the YMCA of Eastern Ontario. Those under 18 years of age will be required to sign a statutory declaration confirming that there is no criminal reason why they should not work with children.
- New staff will need to show proof of COVID-19 vaccination or a valid exemption as a condition of their employment.
- Current Standard First Aid and CPR C certifications
- High school Diploma. Any post-secondary education is considered an asset
- Minimum of one year customer service experience
- Working knowledge of Microsoft Word and Excel

Competencies:

- *Attention to detail*
- *Problem Solving*
- *Interpersonal skills*
- *Stress of multiple demands*

Please apply, in writing, with a résumé and cover letter to:

Mikaela Mantha
Supervisor, Membership Services
YMCA of Eastern Ontario
100 Wright Crescent
Kingston, ON K7L 4T9
Tel: 613-546-2647 Ext. 228
mikaela.mantha@eo.ymca.ca

We appreciate your interest in a career opportunity with the YMCA of Eastern Ontario. Please note that only those selected for an interview will be contacted. Candidates invited for an interview will be required to submit three professional references.

The YMCA of Eastern Ontario is committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance so that we can arrange reasonable and appropriate accommodation. The YMCA of Eastern Ontario values the diversity of people and communities and is committed to excellence and inclusion in our Association



Building healthy
communities

YMCA of
Eastern Ontario

This position has been posted internally and externally.