



## Job Posting

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### **Membership Service Representative**

*Brockville YMCA, Brockville, Ontario*

**Employment Category:** Part Time

**Hours:** Days, Evening & weekends

**Compensation:** \$15.00 / hour

**Placement Date:** As soon as possible

**Work Location:** 345 Park St.

#### **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 Customer Service 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 Team Leader, Membership Services, the Customer Service Representative is responsible to:

- Provide a welcoming and positive atmosphere for all members, guests, staff, and volunteers
- Serve each member, potential member, guest, staff, and volunteer promptly and courteously when they visit the YMCA in person or call over the phone
- Provide accurate information on our memberships, facilities, programs, camps, and courses
- Perform sales transactions involving cash, cheque, credit card, etc. ensuring care and accuracy.
- Work towards and achieve personal and team sales targets
- Model excellence in both sales and service
- Perform duties of a Membership Sales Staff in an exemplary manner as required by work volumes and scheduling needs
- Register members, customers and facility users for YMCA memberships, programs, camps, and courses
- Perform clerical duties such as cash handling, responding to email inquiries and phone calls, and sorting and filing documents
- Maintain security and confidentiality of all matter related to membership



- Show aptitude in handling concerns from members
- Maintain the safety and security of members and participants by adhering to YMCA child protection, health & safety, and PCI policies and procedures
- Possess a “Can Do” approach, and actively look to help and assist members and guests
- Other duties as assigned

**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
- Current Standard First Aid and CPR Level C
- High school Diploma. Any post-secondary education is considered an asset
- Minimum of one year of customer service experience
- Working knowledge of Microsoft Word and Excel
- New staff will need to show proof of COVID-19 vaccination or a valid exemption as a condition of their employment

**Competencies:**

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

**Please apply, in writing, with a résumé and cover letter by December 13<sup>th</sup>, 2021 to:**

Emily Knapp  
Team Lead; Membership  
YMCA of Eastern Ontario  
345 Park St  
Brockville, ON K6V 5Y7  
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Emily.knapp@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*

***This position has been posted internally and externally.***