



Job Posting

Membership Services Representative

Brockville YMCA, Brockville, Ontario

Employment Category: Part-time, Permanent

Hours: Flexible work schedule, including weekends and evenings

Compensation: \$15.50 per hour

Benefits and Perks: We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do, including:

- Free YMCA Health & Fitness Membership
- Professional development opportunities
- Employee and Family Assistance Program

Closing Date: March 10, 2023

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 Supervisor, Membership Services, the Membership Services Representative is responsible to:

- Cultivating a welcoming and positive atmosphere for all members, guests, staff, and volunteers
- Serving each member, potential member, guest, staff, and volunteer promptly and courteously when they visit or contact the YMCA
- Providing accurate information and assisting clients in the registration for memberships, facilities, programs, camps, and courses
- Completing financial transactions involving cash, cheque or credit card ensuring care and accuracy
- Achieving membership and program targets
- Modelling excellence in both sales and service
- Maintaining security and confidentiality of personal information



- Exercising sensitivity and maturity in dealing with member or guest concerns
- Upholding the philosophy and values of the YMCA of Eastern Ontario and striving to improve and sustain services at the highest level of quality.

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.
- Successful completion of High School Diploma. Post-secondary education considered an asset.
- Minimum of one (1) year of customer service experience.
- Working knowledge of Microsoft Word and Excel

Competencies:

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

Please apply with a résumé and cover letter by the closing date to careers@eo.ymca.ca.

YMCA of Eastern Ontario
345 Park Street
Brockville, ON K6V 5Y7

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.