

Job Opportunity



Why the Y?

Imagine.....

- A place where you are a part of one of the most respected human services organizations in the world;
- A place where your work positively influences the lives of others in so many ways;
- A place where you are able to flourish in a values-based environment;
- A place where you will build a better future not only for yourself but also for those you serve.

At the YMCA

- you will feel connected to the community,
- you will meet new people,
- you will expand your knowledge base,
- you will have career development opportunities and
- you will experience a rewarding job by helping support the building of healthy communities

Imagine accomplishing all of this while having fun in a challenging and dynamic atmosphere!

This is “Why the YMCA”.

Our Y

With health and fitness branches, camps, child care centres, community programs and newcomer services across the region, reaching from Windsor in the West, North to Goderich, South to Point Pelee National Park and East to Woodstock, the YMCA of Southwestern Ontario is committed to the development of healthy communities. Our locations, programs and services are designed to help our members and participants grow in spirit, mind and body and are open to people of all backgrounds, beliefs and abilities.

This commitment includes a special focus on the region’s children and youth. From the kids in our camps and those participating in soccer and swimming lessons, to youth who are new to our communities from around the world, the Y is committed to helping our next generation to grow and thrive, as healthy individuals and passionate future leaders.

In the past year, the YMCA of Southwestern Ontario has supported more than 165,000 participants with opportunities to learn, grow and live healthy lifestyles.

“The Y has given me more than I could imagine. It has helped my children have a happy, healthy Mom – and you can’t put a price on that.” ~ Mary

“Y” not join these participants, our nearly 91,000 members and over 2500 employees and volunteers in the region to share our vision of a healthy community?

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As we continue to grow, we have a need for the following position:

Membership Representative

Date: July 26th, 2021

Position: Part time - Membership Services Representative

Location: Centre Branch YMCA

Start Date: August 2021

Compensation: \$14.25/hour

Benefits:

- A complimentary YMCA membership which encourages you to embrace the Y's philosophy of health and well-being
- A discount on our Childcare and Camp programs

Responsibilities:

- Serve each member, guest, staff and volunteer with courteous service whether in person or via phone
- Strive to stay informed and up to date on all YMCA programs and events
- Provide solutions to member concerns and report any issues to Membership Coordinator
- Conduct and track tours for guests and potential members
- Responsible for the security of the building and members/guests by requiring members to present their cards for scanning and for visitors to sign visitors log and present photo ID
- Data entry utilizing AVOCADO Software
- Conducts personal financial assistance interviews exercising sound judgment and confidentiality
- Administrative responsibilities and support to the Membership Coordinator in ensuring the membership processes are followed to standard; front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication
- Register members and guests for memberships, programs and booking wellness appointments
- Share personal Y experience with all
- Share Y Mission stories

Qualifications & Experience:

- Minimum of 2 years customer service experience (preferred)
- Criminal Reference Check
- Must possess initiative, enthusiasm, common sense/good judgement, strong customer service skills and the ability to remain calm in stressful situations
- Detail-oriented, multi-tasker with strong organizational skills that can maintain a clean, uncluttered front desk workspace
- Strong communication and relationship-building skills
- PC and database management skills with the ability to perform repetitive data entry duties and learn new software programs and processes quickly

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Competencies:

Values

- Consistently demonstrates the Y's values. Shows genuine concern for the needs, feelings, and well-being of others, even under stress. Acts with integrity and credibility in all situations.

Community

- Anticipates and takes action to meet the needs of members and the community. Responds to requests, inquiries, concerns, and complaints in a timely and appropriate fashion to assure that members feel valued. Seeks out and uses member and community feedback to improve programs and services.

Relationships

- Develops and maintains mutually beneficial relationships with volunteers, members and colleagues at all levels of the organization. Proactively assists others in meeting goals by sharing information and resources. Welcomes opportunities to work in small communities.

Emotional Maturity

- Takes responsibility for own mistakes and learns from them. Solicits and is open to performance feedback and coaching. Remains calm and objective when under pressure or when challenged by others.

Problem Solving

- Identifies an issue, gathers and processes relevant information, comes up with possible solutions, selects the appropriate response, and implements solution

Working Conditions:

- Ability to work shifts between 6am to 8pm on weekdays and weekends between 6am to 6pm
- Ability to stand or move for extended periods of time
- Able to bend for purposes such as filing, inventory counts, etc.
- Able to walk up and down stairs, as needed, when giving tours

To Apply:

1. Submit resume and cover letter to: Rebecca Burlock – Membership Coordinator at Rebecca.burlock@swo.ymca.ca

2. Deadline for application is August 6th, 2021, and please include “Membership Representative” in the subject line.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The YMCA of Western Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.