

# 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 can 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 community,
- you will meet new people,
- you will expand your knowledge base,
- you will have career development opportunities
- 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, childcare 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? As we continue to grow, we have a need for the following position:

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## **Membership Representative**

**Date:** July 26, 2021

**Position:** Part-Time - Membership Services and Wellness Coach

**Location:** Central Huron YMCA

**Start Date:** August 2021

**Hourly Wage:** \$14.25

**Situation:** The YMCA of Southwestern Ontario is a multi-service charity that provides opportunity for personal growth for all backgrounds, beliefs and abilities. Our Y provides programs and services to approximately 45,000 members and numerous non-member program participants. Programs and services are directed toward a range of individuals from infant to senior.

The Central Huron YMCA is dedicated to meeting the needs of community residents through provision of memberships, youth and adult recreational and fitness programming.

**Nature and Scope:** This position places an emphasis on direct exercise program delivery and customer service.

### **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

**Reporting To:** Travis Watson Centre Manager, Central Huron YMCA.

### **Responsibilities:**

- Provide excellent customer service at member point of access
- Serve each member, guest, staff and volunteer with courteous service whether in person or via phone
- Data entry utilizing AVOCADO Software
- Conducts personal financial assistance interviews exercising sound judgment and confidentiality
- Administrative responsibilities and support to the Membership Manager 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
- Support the health and wellness service areas
- Direct delivery of wellness programs and some classes
- Ensure policies and procedures are adhered to
- Implements member engagement activities
- Coaching and development of volunteers
- Maintain relevant certifications

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## Qualifications:

- Personal Training Certification an asset
  - Certification in Group Exercise Streams or Programs an asset
  - MOSSA Group Exercise Certification an Asset
  - Current CPR/Standard First Aid and Criminal Record Check
  - Broad Knowledge of the Health and Fitness Industry
  - Proven Communication Skills
  - Ability to Work in a Team Environment
  - Flexible Schedule (mornings, evenings, and weekends)
- It is a YMCA of Southwestern Ontario requirement that all employees and volunteers be fully vaccinated against COVID-19. Exemptions will be granted upon receipt of acceptable proof of a permissible Human Rights Code ground.

## Competencies:

**Initiative:** Does the right thing at the right time without being asked. Seeks and finds solutions to problems without waiting for direction. Knows when to take action on issues.

**Teamwork:** Actively builds team and encourages open relationships for maximum organizational effectiveness. Participates proactively in the development of team goals, plans and outcomes. Creates and builds an atmosphere of trust among all team members and between teams within the YMCA.

**Service Orientation:** Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience.

**Relationship Building:** Works proactively to develop positive relations with participants, peers and volunteers.

**Commitment to Organization Vision and Values:** Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes, and values of the YMCA

**Communication:** Communicates in a thorough, clear, and timely manner and supports information sharing and goal achievement across the YMCA

**Concern for Health and Safety:** Acknowledges and understands how to manage and educate others of risk and harm reduction

**To Apply:** Please send a letter of application with a resume and **indicate in the subject line Part-Time Membership Services and Wellness Coach**

**E-mail:** Travis Watson- [travis.watson@swo.ymca.ca](mailto:travis.watson@swo.ymca.ca) **Posting Expiry Date:** Until position is filled

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