

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 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, 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

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“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:

Date: September 20, 2021

Position: Membership Sales Representative

Location: Family YMCA of St. Thomas Elgin

Start Date: ASAP

Compensation: \$14.25

Complementary Y membership

Summary:

Reporting to the Membership Manager the Membership Sales Representative is responsible providing excellent customer service to members and potential members of the YMCA.

Responsibilities:

- Provide a key role at the information hub of the branch
- Data entry utilizing AVOCADO Software
- Conducts personal financial assistance interviews, exercising sound judgement and confidentiality
- Administrative responsibilities and support to the Manager in ensuring the membership processes are followed to standard; front line role in processing memberships, cancelations, membership agreement forms, and branch communication
- Provide excellence in customer service at member point of access

Qualifications & Experience:

- Post-secondary education in Office Administration, Marketing, or a related field is an asset
- Computer skills – Word, Excel, Windows, basic Internet skills
- 1-3 years' experience in a Customer Service and Sales environment
- Excellent problem-solving skills
- Must provide a current Criminal Record Check as per the Association's policy
- The successful candidate must be fully vaccinated against COVID-19 at commencement of the agreement

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Competencies:

Leadership

- *Motivates and inspires self and others to take action to achieve desired outcomes*

Service Orientation

- Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience.

Teamwork

- Participates actively in a team for organization effectiveness

Business Orientation

- Always maintains accountability, responsibility and control for the YMCA's fiscal goals

Initiative

- Does the right thing at the right time without being asked

Problem Solving

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

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

Other Position Details:

This is a casual/coverage position with varying hours - expectation is one shift per week or 20 hours worked per month

Varying shifts including mornings, daytime, evenings and weekends.

Staff receive a complementary membership for themselves and their families.

To Apply:

1. Submit resume and cover letter to Emily Penney, Membership Manager at **emily.penney@swo.ymca.ca**. Indicate "Membership Service Representative" in the subject line of your email.
2. Deadline for application is: September 27th, 2021

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,

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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.