

# Job Opportunity



## Why the Y?

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.

## At the YMCA

you will feel connected to community, when your work positively influences the lives of others in so many ways.

- you will expand your knowledge base, where you can flourish in values-based environment.
- you will have career development opportunities where you build a better future for yourself and others.
- you will experience a rewarding job by helping support the building of healthy communities.

The YMCA of Southwestern Ontario is a multi service, non-profit values-based charity that serves Windsor-Essex, Sarnia-Lambton, Chatham-Kent, London, Middlesex-Elgin, Huron-Perth, and Oxford counties. Our services include Childcare Services, school age programs, camp programs, health and fitness branches, community programs and newcomer services across the region. Our 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.

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

## Position: Membership Services Representative

**Location:** East Lambton YMCA (Watford) 61 Centennial Ave Watford

**Start Date:** October 1<sup>st</sup>, 2022

## Qualifications & Experience:

- Computer skills – Word, Excel, Windows, basic Internet skills (CLASS experience preferred)
- 1-3 years' experience in a Customer Service and Sales environment preferred
- Excellent interpersonal skills
- First Aid/CPR Certified
- Strong organizational and planning skills
- Strong communication skills, both written and verbal
- Current and acceptable Criminal Record Check with Vulnerable Sector Screening is a condition of employment for all staff and volunteers.

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## Compensation/Benefits:

- A YMCA personal membership at our health and fitness branches
- Hourly Rate: \$15.50
- A discount on our Childcare and Camp programs
- Vacation entitlement in accordance with the employment standards regulations
- May be entitled to up to 12 paid personal days – applicable with position and contract length.
- Benefits package - applicable with position and contract length

## Schedule:

- Shift Range
- Day time, Evenings, Weekends

## 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 Centre Manager
- 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
- Administrative responsibilities and support to the Centre Manager in ensuring the membership processes are followed to standard, front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication
- Assist in additional program areas that Y has to offer (Child-minding, Child and Youth Programs and other events)

## To Apply:

1. In your cover letter, specifically state the position you are applying for and location. Please include specific information detailing how you meet the qualifications we require for this position.
2. Submit your cover letter, resume, and applicable attachments to Centre Manager Mike Vander Werf via email: [mike.vanderwerf@swo.ymca.ca](mailto:mike.vanderwerf@swo.ymca.ca) no later than September 27<sup>th</sup>, 2022.

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.**

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Want to know more about us, visit us at: <https://www.ymcaswo.ca/>  
<https://www.facebook.com/YMCAofSWO/>