



# Job Opportunity



## YMCA Health, Fitness & Aquatics

### Join the Y Health + Fitness Team!

**Be the Spark!** Join our passionate team and be the spark that ignites the potential in others. YMCA of Southwestern Ontario is one of the largest not-for-profit providers of licensed child care in Canada, offers settlement services to newcomers to Canada, operates 2 overnight camps and 16 Health & Fitness branches across Southwestern Ontario, and we have been making a positive difference in the communities we serve for over 50 years!

### Position: Part-Time Membership Services Representative

**Location:** Stoney Creek YMCA 920 Sunningdale Rd E London ON N5X 0H5

**Start Date:** October 2023

**Schedule:** Must be available for opening shifts (5:45am start), Other shifts vary daytime, evenings and Weekends

**Salary:** \$15.50/hour

#### As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA child care and camp programs
- Be part of a caring and supportive network of people to help each other succeed
- Complimentary access to wellness and counselling services

#### In this role, you will:

- YMCA of Southwestern Ontario policy and procedures
- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work.
- 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 the Membership Supervisor.
- 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 Department support
- Register members and guests for memberships, programs and wellness appointments.
- Share personal Y experience with all.
- Share Y Mission stories.
- Be committed to diversity, equity, inclusion and building a sense of belonging
- Embrace and exemplify the Y's core values



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## Qualifications & Experience:

- Preferred customer service experience
  - Must possess initiative, enthusiasm, good judgement, strong customer service skills and the ability to remain calm in stressful situations.
  - 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.
  - Detail-oriented, multi-tasker with strong organizational skills that can maintain a clean, uncluttered front desk workspace.
  - Current Vulnerable Criminal Reference Check (less than 6 months old)
  - Legally entitled to work in Canada
- It is a YMCA of Southwestern Ontario requirement that all employees and volunteers have a minimum of two vaccinations against COVID-19. Exemptions will be granted upon receipt of acceptable proof of a permissible Human Rights Code ground. This requirement has been *suspended* effective June 30, 2022. It may be reinstated in future should the state of public health in our communities require it.

## Why The Y?

The YMCA of Southwestern Ontario is committed to the development of healthy and welcomes people of all backgrounds, beliefs, and abilities. We are committed employees reach their full potential and are recognized by Forbes as one of Employers. We offer meaningful employment and the opportunity to make a the lives of individuals and families.



communities to helping our Canada's Top difference in

## To Apply:

- Submit your cover letter, resume, and supporting documents via email to: [Natalie.thuss@swo.ymca.ca](mailto:Natalie.thuss@swo.ymca.ca)
  - The job posting deadline closes at midnight on **Friday September 29<sup>th</sup>, 2023**.
- Include in your submission any specialized experience, and why you are the best candidate for this role.
- We thank all applicants for their interest; however only those selected for an interview will be contacted.

NOTE: 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.