



# 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 childcare 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: Membership Services Representative

**Location: StarTech.com Community Centre and YMCA**

**Start Date: April 2024**

**Salary: 16.55/Hr**

#### 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
- 4% vacation paid each pay
- Be part of a caring and supportive network of people to help each other succeed
- Complimentary access to wellness and counselling services

**Reporting to the Membership Manager, this position provides supervision and coaching to members, staff and volunteers within the health and Wellness programs and service areas ensuring program excellence. The core function of this position is program planning and implementation, customer service, staff and volunteer recruitment, training and performance management.**

#### In this position 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 Centre Manager.



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- 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.

## Education and Skills Qualifications:

- 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 and acceptable Criminal Record Check with Vulnerable Sector Screening is a condition of employment for all staff and volunteers.

## Why The Y?

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



## To Apply:

- Submit your cover letter, resume, and supporting documents via email to: [erin.dynes@swo.ymca.ca](mailto:erin.dynes@swo.ymca.ca)
- The job posting deadline closes at midnight on Sunday, April 21<sup>st</sup> 2024



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- Include in your submission your specialized experience, and why you are the best candidate for this role. Please include the name of the position and location in your application.
- 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.