



Job Posting: Membership Services Representative

Purpose:

- To appreciate and support YMCA values, mission, and vision
- To demonstrate energy, dedication, and enthusiasm
- To sincerely and generously serve all
- To thrive in an atmosphere of change and diversity
- To work as a member of a team
- To achieve planned results through personal initiative with the Association's guidelines and policies

Responsibilities:

- Greet each member, participant, potential member, volunteer and staff with a smile, using their name when possible.
- Provide assistance and information to each member, participant, potential member, volunteer and staff.
- Promote membership sales and service in a positive and professional manner:
 - Before each shift review the communication log to update yourself on current programs, services, special events, etc.
 - Provide sales, tours and invite prospective members to join
 - Provide program and membership information
 - Strive to stay informed and up to date on all YMCA programs and services being offered
 - Develop positive relationships with participants, peers, volunteers and parents
 - Solve member concerns in a customer oriented manner
- Serve each member, participant, potential member, volunteer and staff quick, friendly service when they are visiting the YMCA in person or when they call
- Maintain confidentiality in all matters related to internal human resource issues and membership
- Work effectively with all departments to ensure excellent communication regarding programs and services
- Support and work as part of a team to ensure excellent service to both customers and fellow employees
- Respond to all concerns in a positive and supportive manner
- Be responsible for the safety and security of members/participants:
 - Follow the YMCA Child Development safety and Security Manual
 - Respond to first aid and emergency situations as required
 - Ensure security of keys as issued to staff/volunteers
- Actively work towards maintaining a neat, clean, safe and organized area;
 - Check for health and safety hazards at all times when on shift
 - Complete incident/accident reports when necessary



- Be responsible for the security of cash and to balance receipts and floats
- Be in proper uniform when on duty
- Maintain all necessary qualifications as required
- Inform your supervisor of absences 24 hours in advance if possible
- Attend all staff meetings, planning sessions and training events as required

Competencies:

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

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

Problem Solving: Identifies an issue, gathers and process relevant information, coming up with possible solutions, selecting appropriate responses and implementing them

Teamwork: Participates actively in a team for organizational effectiveness

Initiative: Does the right thing at the right time without being asked

Reliable: On time for all shifts and ready to work when called upon

Qualifications:

- Minimum OSSD
- Excellent organizational and interpersonal skills
- Outgoing personality
- Excellent telephone skills
- Basic computer skills
- Police check
- CPR & First Aid

Apply in writing to: Jennifer Johnstone
YMCA Of Central East Ontario
433 Victoria Avenue
Belleville, ON
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or email jennifer_johnstone@ymca.ca

Closing Date: June 30, 2014