



## **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  
K8N 2G1

or email [jennifer\\_johnstone@ymca.ca](mailto:jennifer_johnstone@ymca.ca)

**Closing Date: August 30, 2013**