



MEMBERSHIP SALES & SERVICES

Position: Part-time Membership Sales & Service

Location: Quinte West Branch

Schedule: 20+ hours per week;
Saturday/Sunday availability required
During initial training, hours are increased

Closing Date: July 15, 2024

To work for the YMCA of Central East Ontario is to:

- Work in a diverse and socially inclusive environment
 - Help create meaningful opportunities that impact the lives of individuals
 - Help increase the health of our communities
 - Feel appreciated as an individual
 - Work in an environment where you can make a meaningful contribution
 - Have work-life balance and a family friendly environment to help you balance your personal and work commitments
 - Make a difference in your community
- You can accomplish all of this while having fun in a challenging and dynamic atmosphere!

The YMCA of Central East Ontario is a charity dedicated to strengthening the foundations of community by being a recognized leader and valued partner in the development of healthy communities. This position requires a commitment to the Y mission and core values of caring, honesty, inclusiveness, respect, responsibility, which form the foundations of all Y programs and services.

What You Will Do:

This position requires the candidate to sincerely and generously serve all with demonstrated enthusiasm, energy and dedication to YMCA values, mission and vision.

Specific Responsibilities Include:

- Greet each member, participant, potential member, volunteer and staff with a welcoming attitude and smile, using their name when possible
- Provide friendly service, assistance and information to each member, participant, potential member, volunteer and staff when they are attending the YMCA in person or when they call
- 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
- 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
- Be responsible for the safety and security of members and participants:
 - Follow the YMCA Child Protection Policy
 - 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 session and training events as required

What you will bring to the position:

- Minimum OSSD
- Excellent telephone skills and computer skills
- Excellent organizational skills and interpersonal skills with an outgoing personality
- Standard First Aid & CPR C
- Preference to those with experience working in a customer service atmosphere and those that thrive on change and diversity

Working Conditions:

- Vulnerable Sector Check issued no later than 30 days preceding your start date

What the YMCA of Central East Ontario has to offer:

- Pension plan is offered to all once staff qualify
- YMCA membership
- Staff discounts for childcare, camp, and programs
- Health, Rx, vision, dental, long term disability, and life insurance for full time, permanent employees
- Employee Assistance Program
- Training and development opportunities
- A rewarding job

How to Apply:

All interested candidates are to submit a resume to:

Pat Kober
Regional Supervisor Membership
Pat.Kober@ceo.ymca.ca

Applications will be received until July 15, 2024

We appreciate your interest in a career opportunity with the YMCA of Central East Ontario. Please note that with the high amount of applicants, only those selected for an interview will be contacted.

The YMCA of Central East Ontario is committed to an environment that is barrier free; if you require accommodation during the hiring process, please inform us in advance so that we can arrange reasonable and appropriate accommodation. The YMCA of Central East Ontario values the diversity of people and communities and is committed to excellence and inclusion in our Association.