



The YMCA of Brandon has the following job opening

YMCA of
Brandon

Full Time Member Services Representative

Salary Range: \$12.25/hour

Placement Date: ASAP

Nature and Scope

The full time Member Services Representative will be required to work 37.5 hours/week on a rotating basis between 2:00 – 10:00 pm and 12:00 – 8:00 pm shifts. Will include weekends and some stat holidays. The representative is responsible for ensuring the delivery of high quality service to all members through sales, tours, and providing information about the YMCA of Brandon's programs and fees. The incumbent will be a team player who displays great communication skills and is service and quality driven, while being a positive role model and leader for all other staff.

Responsibilities

- Maintains Y standards and is a positive role model for our mission, vision and values
- Adheres to SAM standards in all operations of the Member Services department
- Sells memberships, registers participants in courses and provides information and service to customers in a friendly and efficient manner
- Makes decisions and problem-solves regarding member concerns
- Works collaboratively with all Member Services staff to improve member experiences
- Participates in staff meetings, professional development activities, and Association functions
- Understands and supports the Y's philanthropic initiatives
- Handles cash, Visa, Master Card and cheque transactions and processes daily deposits
- Adherence to YMCA Child Protection Policies and Procedures

Qualifications

- Proficient in working with Microsoft products such as Word and Excel
- Excellent leadership skills, results oriented, driven by initiative
- Excellent interpersonal and relationship building skills
- Able to work positively in a team environment
- Standard First Aid and CPR Level C
- Clear Child Abuse Registry Check (within 6 months)
- Clear criminal record check (within 6 months)
- Customer service experience an asset

Competencies

Commitment to Mission, Vision and Values of the organization: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA

Service Orientation: Identifies and creates opportunities to enhance each members YMCA experience.

Relationship Building and Collaboration: Builds positive interactions both internally and externally to achieve work related goals.

Quality Focus: Ensures that YMCA programs and services are superior.

If you are interested in this position, please send a cover letter and a resume, by February 15th 2019 to:

Kayla Lamport, Member Services Supervisor
YMCA of Brandon
231 8th St.
Brandon MB, R7A 3X2

Kayla.lamport@ymanitoba.ca

**No phone calls, please. Only those applicants selected for an interview will be contacted.*

Building healthy communities