



The YMCA of Brandon has the following job opening

Member Service Representative

YMCA of
Brandon

Salary Range: \$13.00

Placement Date: ASAP

Nature and Scope

The full time Member Service Representative will be required to work 37.5 hrs/week on a Monday - Friday 2pm – 10pm schedule. The representative is responsible for ensuring the delivery of high-quality service to all patrons through sales, tours, and providing information about the YMCA of Brandon's programs and fees. The successful candidate will have reasonable knowledge and understanding of sales, customer service, and retention strategies. The incumbent will be a team player who displays great communication skills and is service/quality driven, while being a positive role model and leader for all sales staff.

Responsibilities

- Maintain 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
- Exhibits teamwork with other Member Services staff
- 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 retention
- Participates in staff meetings, professional development activities, and Association functions
- Understands and supports the Y's philanthropic initiatives
- Conducts confidential interviews for prospective members requiring Financial Assistance
- Works with the Member Services Director and Business Manager to reduce Accounts Receivable
- Assumes related responsibilities as assigned
- Adhere to all YMCA Child Protection Policies & Procedures
- Responsible for outbound calls

Qualifications

- Proficient in working with Active software a definite asset
- 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
- Clear Criminal Record Check
- Sales and service experience an asset

Competencies

Commitment to Organization, Vision, and Values: Demonstrates and promotes a personal understanding of the YMCA mission, vision, and values.

Service Orientation: Identifies and creates opportunities to enhance each and every individual's YMCA experience.

Leadership: Guides, motivates, and inspires self and others to take action.

Creativity and Innovation: Develops new ways or adapts existing needs to help achieve desired results. Challenges the status quo to discover more effective ways of performing.

Child And Youth Focused: Commits to assisting in growth and development among children and youth.

Program and Service Focus: Ensures YMCA programs and services are superior.

Concern for Health and Safety: Acknowledges and understands how to manage and educate others of risk and harm reduction.

If you are interested in this position, please send a letter of application and a resume, by September 18, 2020 to:

Kayla Lamport, Member Services Director
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.*