

## Membership Associate

**Location:** Flamborough Family YMCA, 207 Parkside Drive. Waterdown, Ontario L8B 1B9

**Position Type:** Part Time

**Hourly Wage:** \$17.20 per hour

### Position Description:

This position provides assistance and communication to members and potential members in the areas of registration and information. All positions will require an availability to work a flexible schedule; required shifts include early mornings, evenings, weekends and some holidays. The successful incumbent will have responsibilities in facilitating personal financial assistance interviews and coordinating administrative functions related to the Membership Sales & Service area and the provision of excellent customer service to members, participants, staff and volunteers.

### In this position, you will:

- Play a key role at the information hub of the branch
- Data entry utilizing Avocado Software
- Conducts personal financial assistance interviews exercising sound judgment and confidentiality
- Administrative responsibilities and support to the Membership Manager in ensuring the membership processes are followed to standard; front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication
- Provide excellence in customer service at member point of access
- Member access responsibilities including use of Avocado Software and member account interpretation

### You bring:

- Post-secondary education at the college level in Marketing, Office Administration, or related field is preferable
- Computer skills – Word, Excel, Windows, basic internet skills (Avocado experience is preferred but training is available)
- 1 – 3 years' experience in a customer service and sales environment
- Good grasp of math and excellent problem-solving skills
- Must provide a current Criminal Record and Judicial Matters Check as per the Association's policy
- You are responsible and a team player

### Interested in applying?

Please submit your resume to Judi Stephens, Membership Manager at: [judi.stephens@ymcahbb.ca](mailto:judi.stephens@ymcahbb.ca)

To view and apply for positions as a **current employee**, please log into your UKG account and click "My Company", then "View Opportunities" in the sidebar menu.

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity.

We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply.

If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department [plc@ymcahbb.ca](mailto:plc@ymcahbb.ca)

