

Membership Sales & Administration

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

Position Type: Full-Time Salaried, with benefits and a complimentary YMCA membership

Starting Salary: \$35,776.00 annually

Position Description:

This position will be responsible for branch administrative duties specific to Membership Growth Initiative (MGI), Accounts Receivable and play a key role in the day-to-day support on the membership desk.

In addition, 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 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
- Conducts Membership Growth Initiative (MGI) follow up calls and emails while tracking and organizing work assignments for part time membership staff
- Conducts Accounts Receivable (AR) follow up calls for NSF's, expired credit cards, account errors and corrects in the system to ensure proper financial processing and member service
- Conducts group/personal financial assistance interviews in conjunction with the Membership Manager 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
- Will be scheduled for Manager on Duty shifts, which includes taking the lead on all first aid/emergency situations and being the acting Manager for the branch

You bring:

- Standard First Aid and CPR-C
- Post-secondary education at the college level in Marketing, Office Administration, or related field is preferable
- Computer skills – Word, Excel, Windows, basic internet skills
- 1 – 3 years of 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, issued within the past six months

Interested in applying?

Please send your resume attention to: **Judi Stephens, Membership Manager** at: judi.stephens@ymcahbb.ca