

## Membership Associate

**Location:** Hamilton Downtown Family YMCA, 79 James Street South, Hamilton, ON L8P2Z1

**Position Type:** Part Time

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

### Position Overview:

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.

This is a great opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

### What You'll Do:

- 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

### What You'll 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

### **Ready to Make a Difference?**

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

### **Interested in applying?**

Please submit your resume to Theresa Wray, Membership Manager at: [theresa.wray@ymcahbb.ca](mailto:theresa.wray@ymcahbb.ca)