



YMCA of Saskatoon

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Saskatoon, SK

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Member Services Representative (Full Time)

The YMCA of Saskatoon is a non-profit membership based charitable organization. We currently have over 2000 annual members and serve over 10,000 community members. We have expertise in providing licensed child care programs, youth and family programs, and health, wellness, and aquatics programs for all ages. We provide leadership for advancing our mission of building healthy communities.

Job Summary

Reporting to the Member Experience Director, this full - time position assists in all aspects of membership for the organization including recruitment of new members, retention of existing members and supervision of assigned staff. Assists in the development of plans and implementation of new procedures and methods to achieve membership growth and retention goals.

This is a full-time, benefited position

Essential Functions:

- Train, motivate and retains a committed team passionate about the YMCA's mission and service to members.
- Completes all job related, supervisory and other trainings as required.
- Greeting all guests as they enter the facility and adhere to sign-in/out, guest, visitor, monitoring youth in the facility and other relevant policies and procedures. Report any suspicious behavior and violations of policy and procedures to your supervisor.
- Train, mentor, motivate and develop staff to create a sales-oriented team that is focused on the delivery of exceptional customer service
- Implements membership strategies that support recruitment of new members and retention of existing members. Creates a member-focused culture and models relationship-building skills (including Listen First) in all interactions.
- Assists the Member Experience Director in recruitment.
- Develops strategies to motivate staff and achieve goals.

- Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to

support phone, walk-in and web registration. Coordinates with marketing efforts to maximize enrollments and provides ongoing support to Program Directors on related issues.

- Participates in achieving monthly sales goals.
- Reviews and updates desk procedures and communicates changes to staff.
- Participates in membership events at the YMCA and represents the YMCA at community events to promote the YMCA.
- Participates in annual Strong Kids campaign.
- Participates in staff meetings and/or related meetings.
- Motivates and energizes the Membership Staff to be Cause-driven Leaders. Leads by example. Co-facilitate trainings including but not limited to sales and customer service.
- Helps Membership Staff to understand the YMCA's mission.
- Must be flexible and adaptable. Weekly schedule includes one weekend day and some evening or day hours.
- Sell, promote and market our brand
- Ensure duties, responsibilities, accountabilities and standards for acceptable performance are clearly communicated, defined, understood and performed by all direct reports
- Provide leadership skills through outstanding people management
- Plan, assign and direct staff work
- Develop tools to assist member services staff
- Other duties assigned by member experience director as needed
- Duties subject to change

Competencies Service Orientation:

- Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience
- *Communication:* Communicates in a thorough, clear, timely manner and supports information sharing and goal achievement across the Association
- *Problem Solving:* Identifies an issue, gathers and process relevant information, coming up with possible solutions, selecting appropriate responses and implementing them
- *Teamwork:* Participates actively in a team for organizational effectiveness Initiative: Does the right thing at the right time without being asked
- *Reliable:* On time for all shifts and ready to work when called upon

Qualifications

- Excellent organizational and interpersonal skills
- Outgoing personality
- Excellent telephone skills
- Proficient with MS Word, Excel, and PowerPoint.
- Clear police record check with vulnerable sector
- CPR & First Aid (willing to train)

Please send cover letter and resume to Sheralee Teichroeb steichroeb@ymcasaskatoon.org .