



YMCA of Saskatoon

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Saskatoon, SK

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Membership Services Representative

Nature and Scope:

This part-time position reports to the Member Services Director and is responsible for welcoming all customers into the YMCA and providing exemplary customer service. Must be available Evenings/Weekends.

Purpose:

- To appreciate and support YMCA values, mission, and vision
- To demonstrate energy, dedication, and enthusiasm
- To sincerely and generously serve all
- To thrive in an atmosphere of change and diversity
- To work as a member of a team
- To achieve planned results through personal initiative with the Association's guidelines and policies

Responsibilities Include (but not limited to):

Greet each member, participant, potential member, volunteer and staff with a smile, using their name when possible

Provide assistance and information to each member, participant, potential member, volunteer and staff.

Promote membership sales and service in a positive and professional manner:

- Before each shift review the communication log to update yourself on current programs, services, special events, memos, etc.
- Provide sales, tours and invite prospective members to join
- Provide program and membership information
- Strive to stay informed and up to date on all YMCA programs and services being offered

- Develop positive relationships with participants, peers, volunteers and parents
- Solve member concerns in a customer oriented manner
- Serve each member, participant, potential member, volunteer and staff quick, friendly service when they are visiting the YMCA in person or when they call
- Maintain confidentiality in all matters related to internal human resource issues and membership
- Work effectively with all departments to ensure excellent communication regarding programs and services
- Support and work as part of a team to ensure excellent service to both customers and fellow employees
- Respond to all concerns in a positive and supportive manner
- Maintain a neat, clean, safe and organized area
- Be responsible for the security of cash and to balance receipts and floats
- Be in proper uniform when on duty
- Inform your supervisor of absences 24 hours in advance if possible
- Attend all staff meetings, planning sessions and training events as required
- Fold towels, fill bottles, and complete facility walkthroughs

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
- Basic computer skills
- 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 .

Please note that only those selected will be contacted to arrange an interview. Job offers are contingent upon the successful completion of a Criminal Record Check at the candidate's expense