



# Employment Opportunity

**YMCA Northumberland currently has an opening for the following positions:**

## **Membership Services Staff, Sunny Life Recreation and Wellness Centre**

**Position Status:** Hourly, flexible work week.

**Salary Range:** Range of \$16.50 - \$18.00 per hour

**Reports To:** Coordinator, Membership Services

### **Organizational Overview:**

As one of the largest charitable community service organizations in Canada, YMCA Northumberland responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people.

This position requires a commitment to the YMCA mission and core values of: Health, Responsibility, Honesty, Caring, Inclusiveness and Respect, as well as a commitment to building developmental assets in children and adults.

### **Nature and Scope:**

This position is responsible for providing front line support to membership services and to provide administrative support to management at YMCA Northumberland, all in accordance with the Mission and Vision statements and SAM standards. The Membership Services Staff ensures the delivery of high-quality programs and services through positive and effective communication processes. Time is spent providing quality service at the membership desk, and collaborating with other staff, volunteers and members to ensure programs and services run effectively and efficiently during operational hours. Membership Services Staff ensure that all tasks and activities reflect the mission, vision, values and goals of YMCA Northumberland. Offering the best service requires the staff to be consistent and comprehensive in our approach when open for business and to positively represent the team and YMCA Northumberland. Membership Services Staff are required to be flexible and to be available to work mornings, evenings and weekends.

### **Responsibilities:**

- Deliver quality membership services mandated by YMCA Northumberland and YMCA Canada
- Be knowledgeable and informed about YMCA programs and services
- Collaborate and interact with staff, volunteers and members who are working within/using YMCA facilities

- Provide tours, orientations to current, new and returning members, utilizing the Membership program guidelines
- Identify program and service problems and provide appropriate responses and follow-up when/if required, for maximum effectiveness
- Process computerized membership data
- Understand and process administrative systems at the Membership Services desk that relate to YMCA program delivery
- Provide input for policies and procedures for organizational effectiveness in membership services
- Make appropriate decisions for members, in a timely manner, with a goal of achieving membership satisfaction
- Assist in providing unscheduled coverage for maximum effectiveness during operational hours
- Attend regularly scheduled staff training events
- Commit to Association Core Values, Mission Statement and YMCA Membership Standards
- Maintain Child Protection Standards on an ongoing basis
- Other duties as assigned

**Work Environment:**

- Based out of Sunny Life Recreation and Wellness Centre YMCA Branch
- Primarily inside work including standing and/or sitting for periods of time during shift

**Competencies:**

- Relationship Building and Partnering
- Member Focused
- Results Focused
- Teamwork and Collaboration
- Effective Interpersonal Communications
- Ethics and Self Management

**Qualifications:**

- Experience in Customer Service orientation
- Excellent Communication skills, both verbal and written
- Computer skills using Word, Excel and Access programs an asset
- First Aid/CPR an asset, training provided
- Police Vulnerable Sector Check required (if over 18 years). Police Checks are reviewed on a case-by-case basis

**Apply Now:**

If you are interested in this position, please submit your cover letter and resume, along with documentation to verify position requirements to the attention of:

Leanne Clarke  
Manager- Health, Fitness and Aquatics  
[campbellford.info@nrt.ymca.ca](mailto:campbellford.info@nrt.ymca.ca)

Should you require any accommodation throughout the recruitment process please do not hesitate to contact our Human Resources Department.

We thank all applicants, however, only those considered for an interview will be contacted.