



Employment Opportunity

YMCA of Northern Alberta

Castle Downs YMCA has the following part-time flexible position available (8-20 hours per week):

Membership Sales and Services Representative

The YMCA of Northern Alberta is seeking an enthusiastic individual that will provide front-line service and support to all YMCA members and participants. The representative will facilitate membership retention, recruitment and reconnection strategies and performs other duties as assigned by the Membership Sales and Services Supervisor.

Wage: Starting at \$13.60/hour

Key Responsibilities:

- Ongoing relationship development with members: welcome and greet members to the Centre, provide information on programs and services, and provide centre tours to new members.
- Solicit feedback from members and the public through comment cards, surveys, web use and personal contacts. Conduct regular walk-throughs of locker rooms to report member feedback to cleaning staff and manager on duty.
- Register members into CLASS database for memberships, programs, bookings and ensure registration and waitlists are monitored and managed accordingly.
- Accurate cash handling of registration payments, NSF payments, point of sale purchases, rentals, Strong Kids donations etc..
- Ensure all additional administrative duties are accurately and effectively completed as assigned by Supervisor.
- At all times role model best practices and exhibit the highest level of service delivery in product area(s) consistent with S.A.M standards and best practices.
- Demonstrate and promote a personal understanding of and appreciation for the mission, vision, and values and the YMCA programs and services.

Qualifications:

Education/Certifications/Credentials/Professional Registration

- Minimum High School Diploma required.
- Standard First Aid, CPR-C, and WHMIS certification.
- Successful candidates will be required to provide a current and satisfactory Police Information Check including a Vulnerable Sector Search.

Experience

- Minimum of one year's experience in the YMCA organization and/or a minimum of one year customer service/sales, retail or marketing experience.
- Experience working with volunteers and/or working in a non-profit environment will be considered assets.

Knowledge/Skills

- Crisis management and/or conflict resolution experience an asset.
- Excellent organization, multi-tasking, time management, communication and interpersonal skills.
- Strong computer skills: working knowledge of Microsoft Office and beginner knowledge of CLASS.
- Friendly, outgoing, and welcoming personality.

Applications will remain open until suitable candidate found.

Please send your resume and cover letter to jpocnik@northernalberta.ymca.ca

The YMCA of Northern Alberta is an inclusive, charitable organization that values diversity.