

Membership Associate

Location: Laurier Brantford Family YMCA, 100 Water St., Brantford, ON, N3T 0P1

Position Type: Part Time, Hourly

Hourly Wage: \$17.20 per hour

Position Overview:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the Health, Fitness, Aquatics & Residence team, you will contribute to making our Y the best place to work.

This Membership Associate provides front-line assistance and communication to members and prospective members in the areas of registration and general information. All positions will require 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 strong relationship-building and communication skills. The Membership Associate will help foster a supportive team environment that will contribute to making the YMCA of Hamilton | Burlington | Brantford an outstanding place to work.

What You'll Do:

- Play a key role at the information hub of the branch.
- Conduct data entry utilizing Avocado Software.
- Conduct personal financial assistance interviews, always exercising sound judgment and confidentiality.
- Administrative responsibilities and support to the Membership Manager in ensuring the membership processes are followed to YMCA HBB standard.
- Play an essential 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 include 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.
- 1 – 3 years of relevant experience in a customer service and sales environment.
- Computer skills – Word, Excel, Windows, basic internet skills.
- Excellent problem-solving skills with sound understanding of mathematics.
- Ability to take responsibility and a proven team player.
- Excellent interpersonal and communication skills with the ability to represent the Association professionally in interactions with internal stakeholders and/or external communities.

A Major Asset if:

- You have worked in non-profit, charity or public sector organizations.
- Avocado experience is preferred but training is available.

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton | Burlington | Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable people will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

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 Kara Hughes, Child & Youth and Interim Membership Supervisor at: Kara.hughes@ymcahbb.ca by April 23, 2025.

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca