



YMCA of  
Hamilton | Burlington | Brantford

## Membership Associate

Positions Available in Hamilton, Burlington and Brantford

**Salary Range:** \$15.50/hour

**Position Status:** Part-Time

**Placement:** Immediate

### Nature & Scope

This position provides assistance and communication to members and potential members in the areas of registration and information. All positions will require an availability to work a flexible schedule; required shifts include early mornings, evenings, weekends and 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.

### Responsibilities

- Play a key role at the information hub of the branch
- Data entry utilizing Avocado Software
- Conducts personal financial assistance interviews exercising sound judgment and confidentiality
- Administrative responsibilities and support to the Membership Manager in ensuring the membership processes are followed to standard; 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 including use of Avocado Software and member account interpretation

### Qualifications

- Post secondary education at the college level in Marketing, Office Administration, or related field is preferable
- Computer skills – Word, Excel, Windows, basic internet skills (Avocado experience is preferred)
- 1 – 3 years experience in a customer service and sales environment
- Good grasp of math and excellent problem solving skills
- Must provide a current Criminal Record and Judicial Matters Check as per the Association's policy
- **If you are hired, prior to your start date and as a condition of employment, you will be required to provide proof that you are fully vaccinated against COVID-19 or have a valid Human Rights exemption.**

## Organizational Overview:

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford 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 Belonging, Caring, Honesty, Respect and Responsibility, as well as, a commitment to building developmental assets in children and adults. 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 persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire.



Charitable Registration #  
10808 3825 RR0001



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## **Competencies**

### **Commitment to Organization Vision and Values**

Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA.

### **Quality Focus**

Ensures that success criteria for self, staff and programs are set, reviewed and surpassed regularly to provide excellent service delivery

### **Initiative**

Does the right thing at the right time without being asked.

### **Teamwork**

Actively builds teams and encourages open relationships for maximum organizational effectiveness.

## **Internal Applicants:**

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

Advancement of pay rate is dependent on working a minimum of six months (per position if more than one position is held within YMCA) consecutively or a minimum of 130 hours and the ability to perform the job at a satisfactory level. Successful candidates must also demonstrate ongoing professional development, involvement in branch specific activities, attend staff meetings/trainings and achieve an assessment of "meeting expectations" on each annual performance review in order to satisfy eligibility for Association approved merit increases.