



**YMCA of  
Hamilton | Burlington | Brantford**

## Membership Sales and Administration

Hamilton Downtown Family YMCA  
79 James Street South  
Hamilton, ON L8P 2Z1

**Starting Salary:** \$33,280

**Position Status:** Full-Time Contract (12- months maternity leave contract) with a complimentary YMCA membership

**Placement Start Date:** January 2023

### **Nature & Scope:**

This position will be responsible for branch administrative duties specific to Membership Growth Initiative (MGI), Accounts Receivable and Managing program registration in collaboration with the Program Supervisors.

In addition, 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
- Conducts Membership Growth Initiative (MGI) follow up calls and emails while tracking and organizing work assignments for part time membership staff
- Conducts Accounts Receivable (AR) follow up calls for NSF's, expired credit cards, account errors and corrects in the system to ensure proper financial processing and member service
- Manages program registration, rolling registration and waitlists for all health and wellness, child and youth, and aquatics departments in collaboration with each Program Supervisor
- 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
- Will be scheduled for Manager on Duty shifts, which includes taking the lead on all first aid/emergency situations and being the acting General Manager for the branch

## 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.



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### Qualifications:

- Standard First Aid and CPR-C
- Post secondary education at the college level in Marketing, Office Administration, or related field is preferable
- Computer skills – Word, Excel, Windows, basic internet skills
- 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, issued within the past six months
- **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.**

### Competencies:

#### Commitment to Organization Vision and Values

Demonstrates and promotes a personal understanding of and appreciation for Mission, Vision, Strategic outcomes and Values of the YMCA

#### Initiative

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

#### Team Work

Participates actively and facilitates teams for organization effectiveness

#### Quality Focus

Ensures that YMCA programs and services are superior

#### Concern for Health and Safety

Acknowledges and understands how to manage and educate others of risk and harm reduction

#### Self Management

Works independently with minimal supervision

#### Service Orientation

Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience

## Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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### **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.

Our approach to personal balance and flexibility supports employees to devote time to personal matters. At times, the organizational business needs that arise will require employees to work beyond their normal work schedule in order to fulfill accountabilities required in relation to their job specific function. Together with our employees, the YMCA will work towards maintaining balance and fairness.

## **Apply Now**

If you are interested in this position, please [CLICK HERE](#) to complete the YMCA Employment Application form and follow the instructions for submitting your cover letter and resume, along with documentation to verify requirements of the position.

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

## **Accessibility:**

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Act (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate to contact our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



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