



**YMCA of  
Hamilton | Burlington | Brantford**

## Membership Associate

Ron Edwards Family YMCA  
500 Drury Lane  
Burlington, Ontario  
L7R 2X2

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

**Position Status:** Full-Time with benefits and a complimentary YMCA membership

**Placement:** Immediate

**Benefits & Perks:** We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do:

- Paid Vacation Entitlements that increase with seniority (subject to eligibility)
- Competitive total compensation packages
- Group health and benefits plans (includes medical, dental, and prescription medication, subject to eligibility)
- Generous pension plans with employer matching
- Free YMCA Health & Fitness Memberships
- Professional development opportunities including paid training and access to YMCA education scholarships
- Reduced rates for YMCA Child Care, Camp, and Child & Youth programs (subject to eligibility)
- Employee and Family Assistance Program (EFAP)
- Opportunities for career advancement

### 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

## 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 Acts (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 contacting our Human Resources Department.

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



Charitable Registration #  
10808 3825 RR0001





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**Responsibilities Continued:**

- Provide excellence in customer service at member point of access
- Member access responsibilities including use of Class Software and member account interpretation
- Will be scheduled for Manger on Duty shifts, which includes taking the lead on all first aid/emergency situations and being the acting General Manager for the branch

**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
- 1 – 3 years experience in a customer service and sales environment
- Good grasp of math and excellent problem solving skills
- Standard First Aid/CPR-C
- Must provide a current Criminal Record and Judicial Matters Check as per the Association's policy

**Competencies:**

**Commitment to Organizational Vision and Values**

Demonstrates and promotes a personal understanding of and appreciation for the Mission, Vision, and 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

**Relationship Building and Collaboration**

Builds positive interactions both internally and externally to achieve work related goals

## 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.

## 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.

