



**YMCA of
Hamilton | Burlington | Brantford**

Membership Associate Flamborough Family YMCA

207 Parkside Drive
Waterdown, Ontario
L6B 0B9

Starting Salary: \$34,424.00 annually

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

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 Class Software and member account interpretation
- 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

Qualifications

- Standard First Aid/CPR-C
- Post secondary education at the college level in
- experience in a customer service and sales environment

APPLY NOW

If you are interested in this position, please submit your letter of application and resume, by **October 1, 2023**, attention:

Cindy Webster, General Manager

cindy.webster@ymcahbb.ca

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

Inclusion, Diversity, Equality and Accessibility

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 Human Resources Department hr@ymcahbb.ca



Charitable Registration #
10808 3825 RR0001





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Qualifications Continued:

- Marketing, Office Administration, or related field is preferable
- Computer skills – Word, Excel, Windows, basic internet skills
- 1 – 3 years
- Good grasp of math and excellent problem-solving skills
- Current and satisfactory Criminal Record and Judicial Matters Check, issued within the past six months, as per the Association's policy

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.

Why work at the Y?

Our work environment is defined by respect, teamwork, opportunities for personal and professional growth and investments in the health and wellness of the people who are part of that team. 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 plan 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



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