



**YMCA of  
Hamilton | Burlington | Brantford**

**WILFRID LAURIER UNIVERSITY**

**LAURIER**

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### **Membership Sales and Administration**

Laurier Brantford YMCA  
100 Water Street  
Brantford, ON N3T 0P1

**Starting Salary:** \$34,424.00 annually

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

**Placement:** Immediate

**Deadline:** October 17, 2023

**Benefits and 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 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.

This role will also be responsible to ensure the sales and service culture of the branch reflects both the YMCA and Laurier organizations. This role will primarily be responsible for the administration of Group Home Memberships, internal and external rentals, and supporting student partnerships



**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
- Responsible for all administration, booking, billing and management of rentals within the branch
- Act as the branch liaison with all group home memberships and continue to drive growth of future partnerships
- 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

**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



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### **APPLY NOW**

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

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

### **Accessibility:**

The Laurier Brantford YMCA 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 Laurier Brantford YMCA is an equal opportunity employer.

### **Internal YMCA Applicants:**

The Laurier Brantford YMCA encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation and Wilfrid Laurier University to submit their application.

Please note that in so doing, the Laurier Brantford YMCA 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 Laurier Brantford YMCA to contact your current Association.