



**YMCA of
Hamilton | Burlington | Brantford**

Membership Associate

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

Starting Salary: \$34,424 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.



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 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:

- 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

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.

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 People, Learning and Culture (HR) department hr@ymcahbb.ca



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