



**Membership Sales & Customer Service Associate Job Posting**  
**Full time and Part time Position**

**Job Description:**

If you are an energetic, multi-tasker who loves people and thrives in a dynamic work environment; this is the job for you! The YMCA Membership Sales and Customer Service team provides exemplary service to the community. As a member of the team, you will demonstrate the benefits of belonging to the YMCA through excellent communication skills and your dynamic personality. Using your intermediary computer skills, you will also maintain excellent member details and maintain team spirit through your integrity and willingness to take initiative.

**Job Responsibilities:**

- ✓ Provide a positive, friendly and understanding approach to membership sales.
- ✓ Provide YMCA Serving All Members standards and demonstrate mission, values and commitment to excellent service.
- ✓ Genuinely enjoy working with the public.
- ✓ To provide clear communication among members and all levels of staff.

**Duties:**

- Reception duties including: answering phone, greeting members and participants
- Work with CLASS software for membership sales and program registration including, the handling of cash and credit card transactions, reconciling daily cash
- Ensure staff member's success and member retention using our SAM Standards to delivery service excellence
- Discuss overdue accounts with members and collect fees
- All aspects of membership sales renewal and retention
- Handle complaints and concerns in a professional courteous manner
- Thorough understanding of current programs and promotions and the ability to communicate effectively
- Provide facility tours
- Complete accident/incident reports; assist with emergency situations
- Handling booking request for Conditioning Centre Staff and All Access Appointments
- General tidying, filing and housekeeping duties of the membership area
- Prepare membership cards and assign access codes for Members Plus Locker
- Assist in community and facility events that furthers the Y's mission, vision and targets

**Competencies:**

**Communication:** Communicates in a thorough, clear, and timely manner and supports information sharing and goal achievement across the Association.

**Flexibility and Adaptability:** Able to work quickly and efficiently despite uncertainly, adjusts to customers needs, responds to unforeseen opportunities and issues with confidence, integrates new information as it becomes available

**Relationship Building and Collaboration:** Builds positive interaction both internally and externally to achieve work related goals.

**Personality:** determined, genuine, welcoming, hopeful, nurturing and fun.

**Qualifications/Experience:**

- ✓ Customer service and sales experience.
- ✓ Intermediate computer skills
- ✓ Excellent communication skills
- ✓ CPR/1<sup>st</sup> Aid

**Reports To:**

Manager of Membership

**Status:**

Full Time and Part Time Position

**Please submit a 1) cover letter; 2) resume; 3) three references to:**

**Julie MacKinnon**  
**Manager Membership Services**  
**YMCA of Cape Breton**  
[Julie.mackinnon@cb.ymca.ca](mailto:Julie.mackinnon@cb.ymca.ca)

**Posting Deadline: Monday, December 3<sup>rd</sup>, 2018**