



January 30, 2012

**Membership Services Representative / Duty Manager
(Permanent Part-Time Position)
Downtown Branch**

Placement: ASAP

**Wage Rate: \$15.10 / hour (20-34 hrs/week)
(DM rate - \$17.45 / hour)**

Nature and Scope:

The Membership Services Representative provides excellence in customer service, sales and support, as a part of the Membership Services team. Reporting to the Membership Services Shift Supervisors, the incumbent will process a variety of cash, debit, and credit card transactions. This person will provide excellent customer service to all members and participants, school-based programs, and the general public.

The Membership Services Representative will be based at the Downtown YMCA-YWCA facility. **Flexibility in scheduling / availability is required, including evenings and weekends. Please note that the hours for this position include three days of opening shifts (5:00 am – 1:00 pm).** This is classified as a Permanent Part-Time position, and qualifies for 3 weeks paid vacation (pro-rated), a free YMCA-YWCA Fitness Membership (for the employee and immediate family), as well as an attractive group benefits plan after the probationary period which includes:

- Medical (MSP coverage after one month)
- Healthcare, Drug Plan, Dental
- Extended Health Care
- Life Insurance
- Eligibility for the YMCA Canada Pension Plan (as per Personnel Policies)

Responsibilities:

- Provide excellent customer service to members, volunteers, and staff
- Maintains detailed, accurate transaction and cash handling procedures and records
- Efficient registration of members and course participants using CLASS software
- Develop and retains a high level of product knowledge (information on YMCA-YWCA membership, programs, services, and camps)
- Assist with room / facility set-up procedures for programs and special events as required

- Demonstrate a commitment to safe work practices – role models safe work procedures
- Model appropriate behaviours in line with our Mission, Vision and Values
- Represents the Association in a professional manner
- Develops and maintains professional and courteous relationships with members and participants
- Contributes as a member of our staff team in the overall operation of the Downtown Branch, including performing other duties as assigned

Qualifications:

- Minimum of two years relevant work experience; experience in recreation-based customer service is preferred.
- Strong computer skills: Word, Excel, CLASS (will provide CLASS training)
- Grade 12 completion is required and post-secondary education (completion or in progress) is preferred.
- Must have a strong collaborative work ethic, ability to work on multiple projects and under pressure with tight deadlines and minimum supervision.
- Strong verbal and written communication skills.
- Experience managing emergency situations including directing staff and/or volunteers preferred.
- WHMIS training preferred.
- Required: Clear Criminal Reference Check with Vulnerable Sector Clearance, current Standard First Aid and CPR (with AED).

Competencies:

- Commitment to Organization Vision and Values
- Customer Service
- Communication
- Teamwork
- Self-Management
- Problem solving
- Planning and Organization
- Commitment to Health and Safety

Interested applicants are invited to forward a covering letter and resume by Wednesday February 8th, 2012 to:

Coordinator, Membership Services
 Downtown Branch
 YMCA-YWCA of Greater Victoria
 851 Broughton Street
 Fax: 250-380-1911
Email: syates@victoriay.com

The YMCA-YWCA of Greater Victoria is an equal opportunity employer.