



November 2011

Membership Services Representative Volunteer
Downtown YMCA-YWCA

Nature and Scope:

The Membership Services Representative (MSR) volunteer provides excellence in customer service and support, to the members at the Downtown Y. Reporting to the Member Services Supervisors, the volunteer in this position will support the MSR team. The MSR Volunteer performs administrative, customer service, and reception functions, provides information on programs to members and the public, and manages member inquiries. Performs work according to YMCA-YWCA strategic directions, values, vision, key goals, objectives, policies, and occupational health and safety and risk management programs.

The MSR volunteer will be based at the Downtown YMCA-YWCA facility. The successful candidate will be available to volunteer for a minimum of 6 months, 2 hours per week.

Responsibilities:

- To support the MSR staff while following the rules and guidelines set out by the YMCA-YWCA of Greater Victoria.
- To ensure excellent customer services is provided and create a safe, friendly and welcoming atmosphere.
- To maintain and develop relationships with members, participants, staff and other volunteers within the YMCA-YWCA.
- To book member orientations and give tours upon completion of training.
- To monitor the control gate and entrance for authorized use.
- To loan fitness equipment such as skipping ropes and medicine balls, store member items and maintain lost and found.
- To assist in other tasks as assigned, may include duties such as filing, monitoring fitness floor and tidying, cleaning and maintaining equipment as appropriate, etc.

Qualifications:

- Experience in customer service is preferred.
- Organized, reliable and dependable.
- Experience in performing administrative tasks is preferred.
- A clear Criminal Reference Check is required.
- Standard First Aid and CPR-C is required.

Please forward applications to:

Siham Azouri, Membership Services Shift Supervisor
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