



Part-Time Membership Host

Location	Niagara West YMCA, Grimsby, ON
Pay	\$16.55 per hour
Employment Type	Part-time 5-15 hours per week (daytime, evenings and weekends)
Placement Date	ASAP

Nature & Scope

The role of the Membership Host is to promote membership through selling memberships, promote the YMCA and provide excellent customer service using SAM 2.1 standards and principles.

Why Work for the YMCA?

As a charitable organization, the YMCA of Niagara aspires to be a great workplace, committed to diversity, equity, and inclusion, where different backgrounds, experiences, and identities are appreciated and celebrated. Guided by our shared values – caring, health, honesty, inclusiveness, respect, and responsibility - the YMCA provides our employees with meaningful jobs and the opportunity to make a difference in the lives of individuals and the health of our communities. We recognize the contributions of our staff through growth opportunities and great benefits, and the knowledge that their day-to-day actions have a positive impact on the health and wellbeing of the people of Niagara.

RESPONSIBILITIES:

- Promote membership by providing accurate YMCA program and membership information and sales tours, and asking members to join; follow the 7 Steps of Selling.
- To respond to members/participants' concerns in a positive, professional and supportive manner.
- Act proactively to develop positive relationships with participants, supervisors, peers and volunteers.
- Process transactions in the YMCA registration system, including new memberships and changes.
- Ensure excellent customer service by supporting and working as part of a staff/volunteer team.
- Promote the safety and security of members and participants through safe work practices, checking for health and safety hazards at all times and following YMCA policies and procedures.
- Respond to first aid and emergency situations; complete required incident reports.
- Handle cash transactions; be responsible for the security of cash and balance cash outs and floats
- Participate in training and adhere to the YMCA Child Protection Policies and Procedures as established by the YMCA of Niagara, and SAM 2.1.
- Provide information and registration for other YMCA of Niagara programs and services.
- May be asked to participate in training related to being a Duty Manager and conducting financial assistance appointments. Will be required to maintain confidentiality and follow the YMCA Privacy Policy.

QUALIFICATIONS

- Minimum 1 years' customer service experience
- Minimum 1 years' sales experience

- Strong verbal and written communication skills
- Able to multi task and provide excellent customer service
- Able to develop positive relationships with members and coworkers
- Computer and phone skills are an asset
- Able to stand for a minimum of 2-4 hours at a time
- Current Standard First Aid, CPR – C certification will be required upon hiring
- A clear and satisfactory criminal reference check inclusive of the vulnerable sector search (CRC VSS) issued for the YMCA of Niagara

COMPETENCIES:

Results Oriented

The ability to lead, manage and achieve identified goals

Diversity

Appreciates that people with different opinions, backgrounds and characteristics bring a richness to the YMCA.

Planning and Organizing

Establishes a clearly defined and effective course of action for self and others to accomplish short- and long-term goals

Relationship Building and Collaboration

Builds positive interactions both internally and externally to achieve work related goals

Coaching and Development

Commits to assisting participants, volunteers and self in continuous learning and development

Quality Focus

Ensures that YMCA programs and services are superior

Communication

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

Self-Management

Achieves planned results through personal initiative within the Association's guidelines and policies

APPLICATION PROCESS

Interested applicants are invited to submit a cover letter and resume by noon on **May 17th, 2024** to Catherine Clark, Membership Director at catherine.clark@niagara.ymca.ca. **Please indicate position you are applying for in the subject line of your email.**

Internal applicants are encouraged to notify their supervisor before applying.

All applicants are thanked for their interest. Only those applicants being considered for an interview will be contacted by email. In-person interviews will adhere to physical distancing guidelines.

Accessibility accommodations and materials in alternate formats for individuals with disabilities can be arranged upon request.

For more information on other opportunities at the YMCA of Niagara please visit: ymcaofniagara.org