

YMCA of Cumberland Membership Position



Position Details:

Title: Membership Services Representative – Front Desk

Department: Membership

Reports to: Manager of Membership

Number of positions: One

Hours: Part time – 12-24 hours per week.

Rate: \$10.85

Job Purpose: To provide a consistent, high quality experience for all members of the YMCA and the greater community that come through our doors.

Hours of Work: Shift Work, Part time.

Key Responsibilities:

- Regular duties as required by the front desk (taking cash, greeting members, keeping record of and making monies balance, class registration, opening or closing the building).
- Serve members and potential members (greet, inform, sell).
- Assist department in meeting fundraising goals.
- Receive Monies from Members (payment, special programs, childcare, etc).
- Maintain transaction records from your shift (make monies balance between the computer, register and the credit/debit machine)
- Open/close the building as per YMCA policy.
- Answer the phone and respond to questions and requests in a professional and courteous manner.
- Direct phone calls to the appropriate staff/department/voicemail.
- Act as support staff for the Admin Supervisors, and Membership Services Manager.
- Strive to maintain open lines of communications between departments.
- Display YMCA Core Values. Be an ambassador for the YMCA.
- Maintain highest standard of maturity and professionalism.
- Maintain Sam 2.1 standards
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Prerequisites:

- Current Criminal Record Check
- Current Child Abuse Registry Check
- Current First Aid Certification
- Three Reference Checks

How to Apply:

By Email: membership@cumberland.ymca.ca

By Mail: PO Box 552, Amherst, NS B4H4A1

In Person: 92 Church Street, Amherst, NS between 9:00am and 4:00pm Mon-Fri.