



## Employment Opportunity

### Member Experience Staff

**Date Posted:** May 6, 2019

**Position Title:** Member Experience Staff  
**Location:** Tong Louie Family YMCA – Surrey, B.C.  
**Terms:** Permanent Part-Time  
**Hours:** 8-24 hours per week  
**Shifts:** evenings and weekends

**Salary:**

0-519 Hours	\$14.76
After 520	\$15.32
After 1100	\$15.89
After 2500	\$16.84

**Start Date:** ASAP

**Reports To:** Manager, Member Experience

#### **Situation:**

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal and social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behaviour—we do the right thing, put people first, keep our promises and lead by example.

For over 130 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland's leading charities, the YMCA of Greater Vancouver provides services in health, fitness & aquatics, child care, camping, employment & community services to over 120,000 participants annually.

#### **Nature & Scope:**

The Member Experience Team reports to the Member Experience Manager and works collaboratively with all YMCA staff and volunteers. The Member Experience staffs are responsible for providing exceptional service to Members and guests of the YMCA and will follow the practices outlined in the YMCA 7 Steps of Selling, SAM 2.0 and the YMCA Core Values.

#### **Major Responsibilities:**

- Promote membership sales and services in a positive and professional manner
- Build meaningful relationships through positive daily interaction with YMCA members, visitors, and colleagues
- Promote philanthropy through the YMCA's annual Strong Kids Campaign
- Support a productive and cheerful team that provides excellent customer service
- Meet and exceed projected sales targets
- Become proficient in operation of the customer database
- Use established systems and structures to record and report on member satisfaction, interest trends, and activities

- Maintain an atmosphere of achievement that inspires self and others to succeed at the highest levels
- Ensure the safety of all members, participants, staff, and property by following YMCA standards/policies/procedures and ensuring they are maintained amongst all members and staff
- Maintain a neat, orderly, and clean environment, including all program areas, common spaces, and washrooms
- Assist with training new staff/volunteers in procedures and practices
- Remain flexible – willing to learn new skills, alter shifts
- Attend staff meetings, planning sessions and training events as required
- Maintain regular attendance, punctuality and be appropriately dressed and well groomed

**Requirements:**

- Current Standard First Aid and CPR-C & AED certificate
- Computer proficiency, including Microsoft Office
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding your start date
- 3 professional references
- Experience in fast paced, customer focused environment
- Demonstrated high level of organizational and customer service skills
- Proven decision-making competency and ability to think quickly in difficult situations

**Competencies:**

*Commitment to Organization and Values:* Demonstrates and promotes a personal understanding of and appreciation for mission, vision, strategic outcomes and values of the YMCA of Greater Vancouver.

*Service Orientation:* Deliberately identifies needs and wants of members/participants as priority, and creates opportunities to enhance each and every person’s YMCA experience.

*Teamwork:* Ability to work effectively with others to achieve optimal collective results.

*Communication:* Ability to speak, write, listen, and secure information in a variety of settings

*Outcomes Oriented:* Ability to lead, manage, and achieve identified goals.

**Application Process:**

Complete online by clicking “APPLY HERE” below:

[APPLY HERE](#)

**Application deadline: May 19, 2019**

*Thank you for your interest and application.  
Due to the high volume of applications received, only short-listed candidates will be contacted.*

