

Membership Sales & Services Representative – Full Time

The Sault Ste. Marie YMCA is seeking a dynamic and results-driven Sales and Services Representative to join our team and drive growth through innovative strategies and exceptional customer service.

Nature and Scope: Reporting to the Manager, Member Services, this position is responsible for providing exceptional customer service to all individuals entering the facility, promoting the values of the Sault Ste Marie YMCA, offering up-to-date information on membership options and other services offered to support the continuous growth of the YMCA's membership base.

Position: Full Time

Hours of Work: Monday to Friday, 5.15am to 1.15pm (other shifts as needed)

Start Date: As soon as possible

Core Responsibilities:

- Identifying potential customers through various methods such as cold calling, networking, and referrals
- Answering phones promptly and efficiently providing helpful information. Telephone follow up with new and existing members
- Working with other departments within the YMCA so that all staff are delivering clear concise program and membership information
- Ensuring that everyone who interacts with the YMCA receives fair treatment, feels welcome, and receives assistance tailored to their needs and interests
- Using computer software for membership, program transactions and reports
- Aiding in other administrative duties as necessary

Qualifications Required:

Education and Training

- First Aid/CPR Certification (Employer will provide if needed)
- Criminal Record Check with Vulnerable Sector

Experience

- Prior sales experience is an asset
- Prior customer service experience
- Experience working with cash
- Sound knowledge of Office 365 products, especially Excel
- Prior use of ActiveNet is an asset
- An ability to multitask in a fast-paced environment

Other Skills

- Good organizational skills
- Computer literacy
- Good verbal and written communication skills
- Excellent interpersonal skills
- Creative/ innovative

Competencies Required:

- Integrity: Always demonstrates responsible behaviour and maintains high ethical standards.

- **Commitment to Organization: Vision and Values** Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes, and values of the YMCA.
- **Flexibility and Adaptability:** Able to work quickly and efficiently despite ambiguity, adjusts with confidence, integrates new information, as it becomes available.
- **Planning and Organizing:** Establishes a clearly defined and effective course of action for self and others to accomplish short- and long-term work goals.
- **Leadership:** Guides, motivates and inspires self and others to take action to achieve desired outcomes.
- **Problem Solving:** Identifies an issue and works towards a solution.
- **Results Oriented:** The ability to lead, manage and achieve identified goals.

The Sault Ste. Marie YMCA values the diversity of people and communities and is committed to excellence and inclusion in our Association. We are committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation.

Please submit resume and cover letter to:

Laura Balint
Member Services Supervisor
Sault Ste. Marie YMCA
235 McNabb Street, Sault Ste. Marie ON P6B 1Y3
laura.balint@ssmymca.ca

(Please include '**Full Time MSS**' representative in subject line.)

Application deadline: Posting to remain open until position is filled.

We thank all applicants for their interest. Only those selected for an interview will be notified.