



# JOIN OUR TEAM!

## Membership, Sales & Experience Team Member, Front Desk Full Time

**Elmwood-Kildonan Branch, 454 Kimberly Ave.**

Are you passionate about delivering an exceptional customer service experience? Do you want to join a dynamic environment? At the Y, we strive to serve all members of the community. Our members' growth in mind, body and spirit is at the heart of our membership, programs and services.

### Are you the right fit?

- Maintain a focus on relationship building and member involvement
- Conduct both in-bound and out-bound calls
- Deliver a variety of activities including member tours, orientations and member onboarding
- Provide courteous and efficient front desk customer service
- Perform financial responsibilities such as cash handling
- Accurately process membership data information such as registration and payments
- Able to work a variety of shifts including days, evenings, weekends and holidays as needed at various locations throughout Winnipeg

### What else do you need?

- 6-12 months' experience in a customer service or sales role
- Emergency First Aid (can provide in house)
- Excellent customer service, communication, problem solving and interpersonal skills
- Strong computer skills, accurate data entry skills and great attention to detail
- Fully immunized against COVID-19 or valid exemption

### Why work at the Y?

- Great people and a great work environment!
- Complimentary Y individual membership
- We pay most of your benefit premiums
- 5% employer-matching pension plan
- Many opportunities for growth and advancement
- Super rewarding job, helping members have a remarkable experience

**Submit your cover letter and resume by September 23, 2022 to: [nancy.mcrae@ymanitoba.ca](mailto:nancy.mcrae@ymanitoba.ca)**

*The YMCA-YWCA of Winnipeg is committed to providing a safe environment for children and vulnerable individuals. All applicants will be thoroughly screened through a review process including Police Record Checks with Vulnerable Sector Search and Child Abuse Registry Checks. We also are committed to providing an inclusive environment where diversity is welcomed and encouraged. If you require accommodation during any part of the recruitment or selection process, please don't hesitate to reach out. This includes providing you with alternate formats of this posting. We thank you for your interest; however, only candidates selected for an interview will be contacted.*

*If you are hired, prior to your start date and as a condition of your employment, you will be required to provide proof that you are fully immunized against COVID-19 or have a valid exemption.*

