



# Membership Services Assistant

**Location:** Balsillie Family Branch- Peterborough

**Program Description:** At the YMCA, we're more than a gym. We're a place where you can be yourself, meet new friends and have fun. At the YMCA of Central East Ontario we support our members as they strive to reach their potential and work toward their goals as part of an inclusive, caring and healthy community.

## Major Duties

- Provide information on all programs, services and facility.
- Meet and greet members as they arrive and leave.
- Conduct tours/member experiences.
- General customer service.
- Answer incoming calls.
- Delivery of Priority Sam and Eye Standards.
- Represent the YMCA in a responsible and professional manner.
- Be positive, helpful and welcoming at all times.
- Build relationships with members and introduce them to other members, staff and volunteers.
- Deliver YMCA service responsibly, honestly, respectfully and with care.

## Qualifications

- Minimum age 16.
- Effective communication skills.
- Friendly and welcoming.
- Willingness to meet and greet new and potential members.
- Completed Criminal Record Check with Vulnerable Sector Clearance.
- Completed Volunteer Application.

## Time Commitment

- Minimum of at least six months
- One hour per week, flexible

## Benefits

- Create a welcoming environment for YMCA members and meet new people.
- Develop interpersonal and communication skills with members and other staff.
- Learn about diversity at the YMCA and meet new people from all walks of life.
- Be a part of the YMCA team and promote the YMCA Mission, Vision and Values.

## Apply for this Opportunity

To apply for this position, complete the online volunteer application form which can be found at [http://ymcaofceo.ca/balsillie\\_family\\_branch\\_-\\_peterborough-volunteer.php](http://ymcaofceo.ca/balsillie_family_branch_-_peterborough-volunteer.php)

Applicants will have the option of *submitting* the application online or *printing* the application and dropping it off to their local YMCA.