



JOB POSTING

MEMBERSHIP SERVICES ASSISTANT

(Full Time, Permanent)

Better Living Health and Community Services has an opening for the position of Membership Services Assistant. The successful candidate will be responsible for the utmost professional and efficient representation of central community services, while assisting in the daily operations and functioning of the Better Living Centre. This position is required to work flexible hours including early mornings and select evenings and weekends. The Membership Services Assistant will oversee the main reception area, reporting directly to the Manager, Better Living Centre.

The Successful Candidate for this Position Must Have the Following Qualifications:

- Completion of Post-secondary degree or diploma in Social Services, Recreation, Office Administration, or a related field.
- A minimum of 2 or more years of related administration experience.
- Previous experience working in the health and wellness industry.
- Experience working with a wide range of populations.
- Strong working knowledge of MS Office software – Outlook, Word, Excel, etc.
- Previous experience working in a healthcare and/or recreational setting.
- Successful completion of *Vulnerable Sector Screening* within one month of employment.

The Successful Candidate for this Position Must be able to:

- Represent Better Living in a professional, courteous, and welcoming manor at the main reception with duties including welcoming visitors, receiving deliveries, answering inquiries, program registration, etc.
- Answer and direct calls, retrieve messages and deal with customer inquiries within a respectable time.
- Register new members, renew memberships, register for all programs/events, allocating parking passes, selling cards/tickets, create photo ID's for members etc.
- Maintain accurate and up to date membership files (hard and electronic copies).
- Assist in special event planning, implementation, meeting agendas/minutes and reports.
- Carry out the key components of a client focused customer service model.
- Assist in planning and implementing Travel Program; assist with program planning where assigned.
- Guide front desk volunteers, allocating duties as required, including organizing quarterly meetings and overseeing schedule.
- Conduct data entry on a daily basis, statistical tracking, and monitoring for the centre's programs and activities.
- Observe and report to management any "at risk" programs.
- Support statistical tracking/reporting requirements and assist in preparing regular reports as assigned/required.
- Register new members, renew memberships, register for all programs/events, allocating parking passes, selling cards/tickets, create photo ID's for members etc.
- Track and balance finances daily, morning, afternoon and evening.
- Create weekly schedules, room bookings and be a direct liaison to the facility staff.

- Maintain on-going communications/liaison with staff/volunteer across service departments of the Organization.
- Perform other administrative duties as assigned that may include updating forms, membership database, attendance sheets, etc.
- Maintain and update all content in Myseniors Centre software and reception TV.
- Draft regular email blasts for review on current status of programs, seminars, events, trips etc.
- Performs other duties as required.

SALARY: Commensurate with experience.

Please email or fax your cover letter and resume to Human Resources by Monday, January 7, 2019 at 5:00pm.

E-Mail: hr@betterlivinghealth.org

Fax: 416-510-1104

Please quote ***"Membership Services Assistant"*** on the cover letter and e-mail subject line.

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes however only those granted an interview will be contacted. No phone calls, please. Thank you.