

THERECC.CA

# JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

## Membership Experience Specialist

Part time and Full time roles available

WAGE: \$14.50/hr

Reporting to the Member Experience Manager, the position of Membership Experience Specialist (MES) will promote the benefits of pursuing health and well-being at the RECC, excel in administrative tasks, and commit to working varied shifts to meet the needs of the establishment. As front line customer service personnel, MES's ensure that all RECC members and guests receive a warm welcome to the facility, provide exceptional customer service face to face, over the telephone, and via email. They are passionate about the RECC, along with its current services and products, and have a key role in the growth of the facility. This position also serves internal staff, acting as a communicative liaison between company departments and the public. The Membership Experience Specialist will also attend the fitness centre/walking track and will ensure everyone that enters the facility has an exceptional experience and are able to find assistance as needed.

### Qualifications

- ▶ Minimum Two (2) years' administrative experience
- ▶ Minimum Two (2) years' customer service experience
- ▶ Minimum One (1) year experience in sales
- ▶ Computer savvy, able to learn new software programs quickly
- ▶ Exceptional communication skills, experience in conflict resolution and de-escalation of customer complaints
- ▶ Certification/Training within fitness industry would be beneficial but not required
- ▶ Able to work Evenings/Weekends
- ▶ Ability to utilize sales and upgrade techniques
- ▶ Experience handling electronic and cash transactions
- ▶ CPR/First Aid certification (or willing to obtain)

### DUTIES + RESPONSIBILITIES (Included, but not limited to)

- ▶ Promote programs, services, events, mission and vision of the RECC
- ▶ Facilitate exceptional customer service interactions while providing information to members, guests and staff
- ▶ Strong product knowledge with ability to deliver pertinent information requested by members and potential clients
- ▶ Facilitate efficient and effective flow of information between RECC departments and members/guests
- ▶ Process payments for memberships, invoices, registrations, events, ticket sales, POS item sales and other financial transactions
- ▶ Administrative tasks including phone calls, registrations, data entry, complaint resolution, cash balancing etc.

! Current Criminal Record and Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin. Wage offered is based on previous experience and level of training and/or certifications.

COVER LETTER + RESUME SUBMISSION: DIRECT TO ► [SOCIAL@THERECC.CA](mailto:SOCIAL@THERECC.CA)

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.