

THERECC.CA

# JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

## Membership Experience Specialist

Full time ( 32 + hours ) per week

WAGE: 16.00/hr FULL TIME (32+hrs)

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 and assist with basic fitness related inquiries, as well as provide event support to ensure everyone that enters the facility or attends a RECC event has an exceptional experience.

### Qualifications

- ▶ Previous customer service experience preferred
- ▶ Previous administrative experience preferred
- ▶ Demonstrated sales experience preferred - utilizing sales and upsell techniques
- ▶ Computer savvy, able to quickly learn new software programs and navigate in a windows based PC environment
- ▶ Exceptional communication skills, with experience in conflict resolution and de-escalation of customer complaints
- ▶ A passion for fitness, tourism, events and recreational programming
- ▶ Availability to work evenings and weekends
- ▶ High school diploma or equivalent; further education in a relevant field is a plus
- ▶ Experience in handling electronic and cash transactions
- ▶ CPR/First Aid certification is preferred but not required. We can provide the training at no cost

### 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
- ▶ Perform physical tasks such as cleaning, moving gym equipment, event set up, assisting with other event related tasks
- ▶ 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 ► [ACRAWFORD@THERECC.CA](mailto:ACRAWFORD@THERECC.CA)

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