



## **Job Title: Members Services Representative**

### **About this role:**

The Member Services Representative plays a key role in ensuring positive member experiences by managing front-line reception, handling administrative and program registration tasks, supporting communications, and assisting in the smooth operation of our programs and services. You will work collaboratively with directors, coordinators and the senior management team to ensure a welcoming, organized, and efficient environment for our community.

### **About BGC Dawson:**

BGC Dawson is a proud member of BGC Canada, a non-profit organization dedicated to providing high-quality programs and services to children, youth, families, and seniors. With deep roots in Verdun's English-speaking community since 1959, BGC Dawson offers a wide range of educational, recreational, and social programs. In this role, you'll have the opportunity to inspire, empower, and foster a greater sense of community for all ages. Visit [www.bgcdawson.ca](http://www.bgcdawson.ca) to learn more.

**Responsibilities:** Under the leadership of the Executive Director, the Members Services Representative will actively contribute to the organization's mission and strategic objectives through the following responsibilities:

#### **Reception and Member Support**

- Greet and assist visitors, members, and families, providing clear information about programs and services.
- Respond to inquiries via phone, email, and social media, and redirect as needed.
- Provide front-line during regular program hours and special events.
- Maintain daily attendance records for all programs using our registration platform, Amilia.
- Assist in the implementation of safety and security procedures, including managing the visitors logbook.

#### **Program Registration and Administration**

- Oversee membership and program registrations through Amilia, ensuring accurate data entry.
- Collaborate with coordinators to digitize activities and optimize registration processes.
- Process payments made through Amilia and in-person, following organizational procedures.
- Generate and prepare RL-24 tax slips for eligible activities per Revenue Quebec standards.
- Compile and report program statistics for internal review and funder reporting.
- Manage building rental contracts and assist the Finance Director and team with invoicing and administrative tasks.

#### **Communications and Social Media**

- Collaborate with coordinators and the senior management team to create engaging content for social media and the BGC Dawson website.
- Develop promotional materials for events and activities.
- Update members on upcoming activities and events through email newsletters and announcements via Amilia.
- Ensure consistency with BGC branding in all communications, in partnership with the national BGC team.

- Capture and edit high-quality photos and videos of programs and events for promotional use on social media, websites, and newsletters.
- Assist with the development of the annual report and other key documents.

#### **Other Responsibilities**

- Foster a positive, inclusive, and welcoming atmosphere for all members, encouraging active participation in programs.
- Ensure timely and effective communication with team members, especially during busy periods.
- Support the Senior Management Team with occasional project-based tasks as needed.
- Maintain organized records and documentation for an efficient work environment.

#### **Qualifications**

- DEC in a related field.
- Experience in customer service, administration, or community-based roles, preferably in a non-profit setting.
- Excellent written and verbal communication skills in the official languages.
- Proficiency in Microsoft Office, Amilia (or similar registration platforms), and related software.
- Strong multitasking abilities, with effective time management skills.
- Excellent interpersonal skills with a passion for serving the community.
- Experience working with children, youth, families, and seniors is an asset.
- Ability to pass a criminal background check.

#### **Wages and Benefits:**

- **Start Date:** November 2024
- **Permanent full-time position:** up to 35 hours a week, in person.
- **Salary range:** \$35,000 to \$50,000, depending on experience and in accordance with current salary policy.
- **Benefits:** BGC Dawson offers a competitive benefits package which include two weeks' vacation, sick/wellness/personal days per year (not bankable) and group health insurance, after three months of employment.
- The option to contribute to a group registered retirement savings plan (RVER).
- Opportunities for professional growth and training.

If your skills and experience align with this role, please submit your cover letter and resume to **Darley Polony** via email at [darley.polony@bgcdawson.ca](mailto:darley.polony@bgcdawson.ca) by **Friday, October 25, 2024**. Include "Members Services Representative" in the subject line. Only those selected for an interview will be contacted. If you require accommodation at any stage of the recruitment process, please notify us.

*Don't meet all the criteria? Above all, we value your passion, commitment, and desire to grow. We encourage applications from candidates who reflect the diversity of our communities. We strongly encourage applications from Black, Indigenous, and racialized people, newcomers, gender-diverse individuals, and members of other equity-deserving groups. If you are comfortable, you are welcome to indicate in your cover letter if you identify as a member of an equity-deserving group. This information will be treated with the utmost confidentiality and is voluntary.*