



Job Opening: Customer Experience Representative - Sylvan Adams YM-YWHA

The Sylvan Adams YM-YWHA (the Y) is a member-driven organization with a 110-year history of pursuing its vision of sustaining Jewish continuity in Montreal. It provides a warm, welcoming, and inclusive environment, rooted in Jewish values and open to those of all backgrounds, where its members can gather to participate in a wide range of social, physical, and experiential learning activities that enhance their health and well-being, deepen their Jewish identity and appreciation of Jewish culture, and foster a connection to one another.

The Y is currently going through a process of reimagining its role in the community. We are looking for a dynamic and experienced full-time **Customer Experience (CX) Representative** to join our team.

JOB SUMMARY

Working under the supervision of the Customer Experience Coordinator, the CX Representative is the first point of contact for all customers. This position requires an approachable and enthusiastic individual who excels at providing professional service in a fast-paced, customer-focused environment.

RESPONSIBILITIES

The **Customer Experience Representative** will have the following key responsibilities. This is not an exhaustive list:

- ❖ Staff the Welcome Desk or Fitness Desk as assigned.
- ❖ **Aspire** to provide excellent and welcoming professional service to all customers in their language of choice.
- ❖ Register individuals for membership, classes, and programs.
- ❖ Balance cash receipts and floats.
- ❖ Adapt to new tasks as the Y's needs arise.
- ❖ Always maintain a neat and well-organized area.
- ❖ Positively contribute to a vibrant CX team culture.
- ❖ Field inquiries.
- ❖ Build relationships with our clientele to make them feel welcome and appreciated.

The ideal candidate has:

- ❖ Friendly, pleasant manner.
- ❖ Excellent Interpersonal Skills in person, by telephone, and in writing.
- ❖ Bilingual, strong listening and communication skills in English and French.
- ❖ Strong computer skills – Ability to learn internal software quickly.
- ❖ Ability to **strategize** to avert problematic situations before they escalate.
- ❖ Open to feedback, to change, and to learning new approaches.
- ❖ **Collaborate** well in a team environment and autonomously.
- ❖ Previous sales experience is an asset.
- ❖ A background working in fitness or community is an asset.

Do you have what it takes? Can you *imagine* the impact you can have as our **Customer Experience Representative** at the Y?

Please submit your CV, cover letter, and days/hours of availability within the 6 am – 10 pm windows, 7 days per week to Jessica Benabou at hrsearch@mywha.com. Only those candidates who are selected for an interview will be contacted.