

LIFESAVING SOCIETY MANITOBA

Job Opportunity – Member Services Representative

As a Member Services Representative, you will be committed to ensuring prompt and efficient service delivery to our affiliates, individual members, and the public. As the first point of contact for most inquiries, you will be a positive ambassador for the Society at all times. You will be highly skilled in customer service and concerned about meeting customer needs. We will continue to accept applications until the position is filled.

Time Commitment & Working Conditions

- Full Time – Permanent Position;
- 34 hours per week;
- Work may occasionally involve flexible hours.

Key Responsibilities

- Being a positive ambassador for the Society;
- Must be a team player. Helps to maintain a respectful workplace environment;
- Provides customer service and office support, including:
 - Answering and directing phone calls, including answering general questions;
 - Order processing, shipping and receiving;
 - Assisting with inventory management;
 - Corresponding with affiliates, individual members, and the public;
- Assisting with program administration and record management:
 - Candidate certification processing;
 - Data entry;
 - Government compliance and reporting;
- Basic bookkeeping and financial duties, including invoicing customers and receiving payments;
- Dependent upon qualifications may assist with delivery of Society programs.

Required Qualifications & Skills

- Minimum 18 years of age with a high school diploma or equivalent;
- Excellent English language communication skills, both oral and written;
- Demonstrated competency with computer systems, including Microsoft Office, Adobe Acrobat, and database systems;
- Ability to adapt and respond quickly to change in a dynamic workplace;
- Self-motivated and detail oriented;
- Criminal Record and Child Abuse/Vulnerable Persons Registry checks.

Asset Qualifications & Skills

- Valid Class 5 (Full) Manitoba driver's license (or equivalent);
- Hold any Lifesaving Society certification;
- Post-secondary education or specialized skills training;
- Previous experience working with diverse cultures and groups;
- Fluency in a second language, especially a North American Indigenous language.

Wages & Benefits

- Annual salary of between \$34,000 and \$40,000, plus benefits;

No relocation package is available for this position.

Please submit your cover letter and resume to:
Lifesaving Society Hiring Committee, Info@lifesaving.mb.ca
For more information, call us at (204) 956-2124 ext. 3.