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**MEMBER SERVICES REPRESENTATIVE**

September 5, 2023

**Position title:** Member Services Representative  
**Terms:** Permanent; full-time  
**Salary range:** \$40,000 - \$44,000 per annum + benefits  
**Start date:** September 2023  
**Work schedule:** Monday-Friday 8:30 am-4:30 pm

**Key responsibilities:**

- Provide reception services through email, phone, and in-person communications
- Provide excellent customer service and answer inquiries in a prompt, thorough, and friendly manner
- Process course rosters and awards, providing reports and statistics as required
- Regularly assisting with printing Society materials, mail distribution, and preparing boxes for shipping
- Ensuring office and copy room are clean, organized, and stocked with supplies
- Assisting with updating website content
- Other general office duties as assigned

This position involves customer service and program administration including phone and email reception, greeting walk-in customers, data entry, word processing, filing, printing, and assisting with organizing shipping materials. Excellent verbal and written English skills are required along with a high level of organizational and interpersonal skills. Competency in Microsoft Office (Outlook, Word, Excel, PowerPoint) and proficient keyboarding ability are necessary. Aquatic experience is an asset.

The Lifesaving Society values its human resources (staff and volunteer) as the key to fulfilling our mandate of drowning and injury prevention. We provide a friendly, yet busy office environment in which staff must provide excellent service to our clientele, the program providers.

**TO APPLY:** Send resume & cover letter to the attention of Carla Pruner, Member Services Manager, at [carlap@lifesaving.bc.ca](mailto:carlap@lifesaving.bc.ca). Applications are accepted on an ongoing basis until the position is filled.

*Thank you in advance to all those applying; only those considered will be contacted.*

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**BC & Yukon Branch**

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