



LIFESAVING SOCIETY

*The Lifeguarding Experts*

## JOB POSTING

### MEMBER SERVICES REPRESENTATIVE

OCTOBER 1, 2025

**Position Title:** Member Services Representative  
**Location:** Branch Office (Burnaby)  
**Terms:** Full time, permanent  
**Salary Range:** \$40,000 - \$44,000 per annum  
**Start Date:** ASAP (Oct 2025)  
**Work Schedule:** 35 hrs/week (Monday-Friday 8:30-4:30)  
*Staff may be occasionally required to work at special events outside of these hours; time off in lieu provided for additional hours*

#### Nature & Scope

The Lifesaving Society, BC & Yukon Branch is seeking a Member Services Representative to join our team. The Member Services Representative will provide a high level of customer service through effective communication, efficient awards certification processing, and positive representation of the Society as the first point of contact for the general public.

#### About Us

The Lifesaving Society is a non-profit organization committed to the prevention of drowning and aquatic-related injury through water safety education. In addition to providing swim lessons, lifesaving courses, lifeguarding courses, and first aid/CPR training throughout BC and Yukon, the Society is a leader in offering expertise and guidance to ensure safe operation of any water-related setting through safety management services. The Lifesaving Society values its staff and volunteer team as the key to fulfilling our mandate of drowning and injury prevention. We offer a supportive, collaborative, and inclusive professional culture.

#### 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 assist with printing Society materials, mail distribution, and preparing boxes for shipping
- Ensure office and copy room are clean, organized, and stocked with supplies
- Assist with Lifesaving Society events
- Other general office duties as assigned

#### Requirements

- Excellent verbal & written English skills and interpersonal skills with customer service orientation
- Computer proficiency, including Microsoft Office suite
- Ability to multi-task and balance priorities effectively
- Database/CRM system experience an asset
- Aquatics/recreation experience an asset
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding start date

**TO APPLY:** Submit resume with a cover letter to [hr@lifesaving.bc.ca](mailto:hr@lifesaving.bc.ca) by 4 pm on October 8, 2025. Please note only those candidates selected for an interview will be contacted.

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#### BC & Yukon Branch

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