



LIFESAVING SOCIETY

The Lifeguarding Experts

JOB POSTING

MEMBER SERVICES REPRESENTATIVE

OCTOBER 10, 2025

Position Title: Member Services Representative
Location: Branch Office (Burnaby)
Terms: Full time, permanent
Salary Range: \$42,000 - \$45,000 per annum
Start Date: ASAP (Oct / Nov 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: Applications will be accepted on a rolling basis until the position is filled. Please note only those candidates selected for an interview will be contacted.

BC & Yukon Branch

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