



## Job Posting

### **Member Services Representative**

**Position:** Full-Time (34 hours/week) Permanent; occasional flexible hours may be required for meetings/special event support

**Salary:** \$36,000 annum plus benefits package

**Location:** Winnipeg, Manitoba

**Reports to:** Executive Director

### **Job Summary**

The Member Services Representative under the direction of the Executive Director, will be the first point of contact and provide general information to employees, clients/customers, vendors and the public relating to their questions. This role will process award certifications, including data management and administers and manages orders, inbound and outbound mail, including priority post, packages, courier services, and other correspondence. This role is responsible for basic bookkeeping such as invoicing, accounts payables and ensures monthly financial reporting are completed. The Member Services Representative must possess the ability to adapt to new technology, including working with people sensitively, tactfully, diplomatically, and professionally at all times.

### **Competencies**

- Attention to Detail
- Client/Customer Focus
- Communication
- Organization
- Ownership
- Professionalism
- Resourceful
- Time Management

### **Job Duties**

#### **Administrative:**

- Administer and manage inbound and outbound mail, including priority post, packages, courier services, and other correspondence



- Act as a first point of contact and provide general information to employees, affiliates, and the public relating to their questions, concerns, or suggestions
- Answer telephone and electronic inquiries and relay telephone calls and messages
- Maintain a high level of confidentiality in all interactions
- Present a positive and professional image of the organization when interacting with employees, clients/customers, visitors, and other external stakeholders
- Refer and/or redirect calls, emails, or visitors as required
- Provide program administration and record management such as processing candidate certifications and entering data into a Customer Relationship Management system
- Assist in the compilation of data for various reports
- Organize, maintain, and coordinate office records and files
- Photocopy and organize documents for distribution, mailing, binding, and filing
- Maintain and monitor office supply inventory levels; place orders as required and arrange for servicing of office equipment
- Point of contact for IT services and other vendors as required
- Prepare agendas for staff and board/committee meetings, and transcribe and distribute meeting minutes
- Coordinate the logistical aspects of meetings, seminars, workshops, special projects, and events
- Schedule, arrange and confirm appointments, meetings, and conferences for employees as required
- Book travel arrangements, and make reservations for employees as required
- Ability to work within and update a Content Management System on a regular basis
- Support the Executive Director with various administrative tasks as required

**Bookkeeping:**

- Basic bookkeeping such as: invoicing, receiving payments, accounts payable and issuing cheques, follow-up with outstanding accounts receivables
- Act as first line contact with vendors, clients/customers and general public regarding billing issues



- Accurately and appropriately file correspondence, invoices, and receipts
- Issuing donation receipts; bank deposits; monthly reporting to accounting firm and assisting with financial inquiries.
- Assisting with annual audit as required

### **Job Requirements**

- Ability to adapt to new technology
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to respond quickly in a dynamic and changing environment
- Ability to work individually as well as part of a team
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Proficient in Microsoft Office programs (including Word, Excel, and PowerPoint)
- Strong writing, editing, and proofreading skills
- Three years of experience in an administrative and basic bookkeeping role

Lifesaving Society Manitoba is a full-service provider of programs, products and services designed to prevent drowning. We save lives and prevent water-related injury through our training programs, Water Smart® public education, aquatic safety management services, lifesaving sport and water incident research.

Lifesaving Society Manitoba is committed to providing an inclusive environment where diversity is welcomed and encouraged. If you require accommodation during any part of the recruitment or selection process, please reach out.

Please submit your cover letter and resume to Stacey Grocholski, Executive Director: [Stacey.grocholski@lifesaving.mb.ca](mailto:Stacey.grocholski@lifesaving.mb.ca) by 4:00pm, Friday, October 27, 2023.