



## VOLUNTEER POSTING

*Friday, April 1, 2011*

### ***Administrative Volunteer***

*All YMCA Membership Centres*

#### **Hours/Days Wanted:**

Variable. Minimum 1 hour per week- starting immediately

#### **Situation:**

The YMCA of Hamilton/Burlington is the 5<sup>th</sup> largest YMCA in Canada with an annual operating budget of \$25 million. The Association offers programs and services including health, fitness and recreation, family and children's services, camping and outdoor education, youth leadership development, community outreach and international development education.

This position requires a commitment to the YMCA mission and core values of: Responsibility, Honesty, Caring, and Respect, as well as, a commitment to building developmental assets in children and adults.

#### **Nature & Scope:**

Under the supervision of the Manager of Membership Sales and Service, administrative volunteers have the following responsibilities:

- Assist YMCA staff with administrative duties such as filing, data entry, photocopying etc
- Make follow up phone calls to members
- General customer service calls and setting up appointments
- Assist with organization of information and data entry

- Delivery of YMCA SAM and EYE Standards
- Communicate with staff/co-instructors/members in a professional manner
- To portray a professional image at all times including wearing a YMCA uniform
- To be responsive and friendly to all staff members and other volunteers
- Demonstrates behaviours with an understanding and appreciation for the core values: caring, respect, honesty and responsibility
- To report all accidents or unusual incidents to the Manager of Membership Sales and Service, Membership Supervisor, Team Leader other YMCA Staff
- To be familiar with YMCA Emergency Procedures

## **Qualifications/Requirements:**

- A cleared police security clearance. Security clearance forms should be forwarded to Human Resources. Volunteers will be responsible for the cost of the police security clearance once the security clearance has been approved by Human Resources.
- Complete all YMCA of Hamilton/Burlington/Brantford training within three months of start date including Developmental Assets and Health and Safety Training
- Computer skills, Microsoft Office and Excel is recommended

## **Volunteer Commitment:**

- Upon completion of a probationary period determined by the YMCA of Hamilton/Burlington/Brantford, volunteers are eligible to use the facility and programs within the facility they volunteer in on the day of their volunteer work.
- Training related to the volunteer position will be provided by the YMCA on an annual basis at no cost to the volunteer
- One YMCA uniform piece will be provided at no cost to the volunteer

## **Contact Person:**

Manager Membership Sales and Service

If you are interested in this position, please submit your letter of application and resume by **Saturday, December 31, 2011** to:

Genevieve Hladysh  
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**Email:** genevieve\_hladysh@ymca.ca