



VOLUNTEER POSTING

Friday, April 1, 2011

Membership Sales and Service

All YMCA Membership Centres

Hours/Days Wanted:

Minimum 3 hours per week- starting immediately

Situation:

The YMCA of Hamilton/Burlington is the 5th 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, membership services volunteers the following responsibilities:

- Provide information on all programs, services and facility operations
- Conduct tours and manage member experiences
- General customer service calls
- General member service/cash transactions using the CLASS registration system
- Answer incoming calls in a professional manner
- 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 and respond to emergencies to the level of your training
- At least 14 years of age

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
- Complete all YMCA of Hamilton/Burlington/Brantford training within three months of start date including Developmental Assets and Health and Safety Training

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 of 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
Phone: 519 752-6568

Email: genevieve_hladysh@ymca.ca