

Document Verification Administrator
YMCA Employment & Training Services

Location: 23 Main Street East, Hamilton Ontario L8N 1E7

Position Type: Full time 1-year Contract (May 2025 to May 2026)

Salary Range: \$42,840 - \$45,000 annually commensurate with experience

Position Description:

The Document Verification Administrator role acts as a liaison between the Employment Service/Coaches and clients/Job seekers.

They observe client files to identify employment milestones to identify and secure client paystubs to verify employment status for retention payments. This position reports to the Program Manager of Employment Services.

This is a great opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

What You'll Do:

- Monitor Employment Service client files to identify employment milestone dates of 30, 90-, 180-, 270- and 365-days post Job Entry date.
- Contact clients with employment milestone dates to secure paystubs that reflect the milestone dates.
- Take actions to encourage timely submission of all client paystubs to verify employment status at the identified milestones.
- Follow up with clients to encourage submission of paystubs.
- Review submitted paystubs to confirm pay dates reflect milestone dates and appropriate hours worked.
- Upload paystubs to Employment Information Management System for management verification and submission.
- Review and distribute performance stipends to clients who meet employment milestones at dates of 30, 90-, 180-, 270- and 365-days post Job Entry start date.
- Update client status records and collection efforts in Employment Information Management System.
- Monthly reporting to management on activity, documentation received and collection efforts.
- Refer clients back to their Employment Coach if there are support needs that have been identified throughout the contact with the client.

What You'll Bring:

- College Degree or Diploma in Business Administration or equivalent experience
- Two years of experience in a similar role
- Proven experience as a Collection or Billing Specialist or similar role
- Knowledge of billing procedures and document collection techniques
- Excellent English communication skills, written and verbal
- Ability to overcome obstacles and get results
- Strong problem solving, negotiation and analytical skills
- Experience and knowledge of reviewing and reading paystubs from various companies and industries
- Advanced skills utilizing all Microsoft Office Applications including Word, Outlook, and Excel
- Advance skills utilizing Adobe, DocuSign and other applications
- Experience in a telecommunications environment is an asset
- Must have attention to detail with eye for accuracy
- Creative, self-disciplined and capable of identifying and completing critical tasks independently and with a sense of urgency
- Ability to communicate to adults, newcomers, persons with disabilities and youth and other clients from various cultures, social and economic backgrounds

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton | Burlington | Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position.

Ready to Make a Difference? This is your chance to play a critical role in shaping a thriving, inclusive workplace where employees feel supported and empowered. If you're passionate about people and excited to lead impactful initiatives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

Interested in applying? Please submit your resume to: Courtney Alexander, Program Manager, Employment Services Hamilton at: courtney.alexander@ymcahbb.ca by May 2, 2025.

The YMCA of Hamilton | Burlington | Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca