

## Residence Associate

**Location:** Downtown Hamilton Family YMCA, 79 James Street South, Hamilton, Ontario L8P 2Z1

**Position Type:** Part-time, Hourly

**Rate of Pay:** \$17.20/hour

### Position Description:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the Health, Fitness, Aquatics & Residence team, you will contribute to making our Y the best place to work.

Reporting to the General Manager, Residence Operations, the Residence Associate assists the Residence department at the Hamilton Downtown YMCA. This role involves residents and member customer support, updating paper and electronic files, as needed, AVOCADO support, and front-line duties as assigned.

This position will also be responsible for administrative functions at the Residence Service Desk and communication to members and potential members in the areas of registration and information. The successful incumbent must be an effective communicator with an appreciation for the need to exhibit appropriate empathy based on individual situations as may be presented.

This is a part time position and will require an availability to work a flexible schedule; including **early mornings/open shifts, evenings, weekends and holidays**.

### What You'll Do:

- Play a key role at the information hub of the branch, supporting quality services.
- Data entry utilizing Avocado Software
- Conducts personal financial assistance interviews, exercising sound judgment and confidentiality
- Provide excellence in customer service at member point of access
- Member access responsibilities including use of Avocado Software and member account interpretation
- Front line role in collection of accounts, screening/intake of residence applications and dealing with issues as they arise
- Administrative responsibilities and support to the Residence Support Navigator in ensuring the residence processes are followed to standard
- Provide excellence in customer service at resident point of access

### What You'll Bring:

- Post-Secondary education at the college level in Marketing, Office Administration, Social Work or related field is preferable
- Excellent written and oral communication skills
- 1-3 years' experience in a customer service role within a shelter, residential setting; flexible and well
- Organized

- Computer skills – Word, Excel, Windows, basic internet skills (Avocado experience is preferred)
- Good grasp of math and excellent problem-solving skills

**A Major Asset if:**

- A proven successful housing experience within a transitional housing framework.

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: Lindsay McCormick, General Manager, Residence Operations via email to [Lindsay.McCormick@ymcahbb.ca](mailto:Lindsay.McCormick@ymcahbb.ca) by **June 27, 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](mailto:plc@ymcahbb.ca)