

Reception Support

Location: 211 Centennial Pkwy North, Hamilton ON L8E 1H8

Position Type: Full-Time Salaried, , with benefits and complimentary YMCA membership

Salary Grade: S2

Salary: \$40,050 annually

Position Overview:

This is a full-time position that reports to the General Manager. The reception support worker is responsible for the day-to-day reception/welcome area, and general administration support. As part of a larger settlement team, the reception support worker will provide a welcoming environment for newcomer to Canada, as they access our office in-person or remotely, and connect them with appropriate settlement services delivered by the YMCA and/or other service providers in the community. The reception support worker will complete other administrative duties to ensure the day-to-day office procedures run efficiently and effectively for optimum service to participants and staff members.

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:

- Provide in-person first line of customer service and telephone duties
- Book appointments for clients within the Employment & Immigrant Services
- Maintain inventory and prepare orders for office supplies
- Process invoices through Accounts Payable Vouchers
- Ensure the day-to-day administrative tasks are completed in a timely and effective manner
- Photocopy, fax and scan documents to support staff
- Update, acquire, and enhance resources that are used by participants
- Ensure the day-to-day office procedures run efficiently and effectively for optimum service to participants
- Work hours are primarily daytime and weekdays but may require some flexible hours including some evening hours

What You'll Bring:

- Post-secondary education in business or office administration and/or equivalent work experience.
- Previous work experience in a fast-paced and high-volume environment will be an asset
- Strong computer skills, proficient in Microsoft Office and Access and Web-based database systems
- Knowledge of programs and services available in the community
- Excellent communication skills, both written and verbal
- Ability to read, write and speak fluently in English
- Current Police Records Check issued within the past six months is a condition of employment.

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

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!

Interested in applying? Please submit your resume to: Arsim Aliu, General Manager, Immigrant Services at arsim.aliu@ymcahbb.ca by Sep 12, 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