

Document Verification Administrator, YMCA Employment & Training Services

Location: 23 Main Street East, Hamilton

Position Type: 1 year Contract, Full-time with Benefits; 35 hours per week

Salary Grade: Grade 2

Salary Range: \$40,050 - \$45,000 annually, commensurate with experience

Anticipated Start Date: March 2, 2026

Position Overview:

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.

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 action 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?

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Interested in applying?

Please submit your resume and cover letter to Courtney Alexander, Program Manager Employment Services at Courtney.alexander@ymcahbb.ca by February 13, 2026

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