

Reception Support

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

Position Type: Full- Time Salaried; 12-month maternity leave contract; 35 hours per week with benefits and complimentary YMCA membership

Salary Grade: 2

Salary: \$40,050 annually

Anticipated Start Date: June 22, 2026

Position Description:

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 newcomers 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.

What You'll Do:

- Provide in-person front-line customer service and respond to telephone inquiries in a professional and timely manner
- Schedule and coordinate client appointments within the Employment & Immigrant Services department
- Maintain office supply inventory and prepare purchase orders as needed
- Process invoices through Accounts Payable Vouchers accurately and efficiently
- Ensure daily administrative tasks are completed effectively and within established timelines
- Photocopy, fax, and scan documents to support staff and program delivery
- Update, source, and enhance resources used by program participants
- Support the smooth operation of daily office procedures to ensure optimal service delivery
- Work primarily daytime weekday hours, with flexibility to accommodate occasional evening shifts

What You'll Bring:

- Post-secondary education in Business or Office Administration, or an equivalent combination of education and work experience
- Experience working in a fast-paced, high-volume environment is considered an asset
- Strong computer skills, with proficiency in Microsoft Office, Microsoft Access, and web-based database systems
- Knowledge of community programs and services
- Excellent written and verbal communication skills
- Fluent in English, with strong reading, writing, and speaking abilities
- A current Police Records Check (issued within the past six months) is required as a condition of employment

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 to: Fariha Ali, General Manager, Community Connections and Language Services at fariha.ali@ymcahbb.ca by **June 5, 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