

Position Title: Reception & Administrative Support YMCA Employment & Training Services

Location: 500 Drury Lane, Burlington

Position Type: Full-time 1 year Contract

Salary Range: \$40,000 per annum

Salary Grade: Grade 2

No. of Vacancies: 01

Anticipated Start Date: September 8, 2026

Position Overview

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

The Reception and Administrative Support role reports to the Program Manager, Employment Services. This position is responsible for reception and first point of contact for service users at the Burlington Employment location.

What You'll Do:

- Provide first line customer service & answer telephone inquiries, emails and text messages from clients
- Ensure the day-to-day administrative tasks are completed in a timely and effective manner
- Enter client and account data by inputting text based and numerical information from source documents within reasonable time limit
- Book, confirm, and proactively follow up on client appointments to ensure attendance
- Provide consistent outreach to Ontario Works clients and work collaboratively with OW Caseworkers to support client participation in services
- Provide support for clients that use the computer in the resource room
- Refer clients to appropriate services in the community if YMCA services are not relevant
- Work hours are primarily daytime and weekdays but may require some flexible hours including some evening hours; in office between 8:30 to 5:00 pm

What You'll Bring:

- Two years of 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
- Exceptional computer skills (Word, Excel, and online platforms – MS Teams and Zoom).
- Knowledge of programs and services available in the community
- Excellent communication skills, both written and verbal
- Willing to work some evenings as required

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 Program Manager, Yevheniia Tkachenko at yevheniia.tkachenko@ymcahbb.ca by August 28, 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