



**YMCA of
Hamilton | Burlington | Brantford**

Reception Support, Immigrant Services

YMCA Employment & Immigrant Services
211 Centennial Parkway North, Unit 1
Hamilton, ON
L8E 1H8

Starting Salary: \$30,000 - \$35,000

Position Status: Full-Time (37.5 hours per week) with benefits and a complimentary YMCA membership

Placement: Immediate

Nature & Scope

As a branch of the YMCA of Hamilton/Burlington/Brantford, the YMCA Employment and Immigrant Services branch delivers Employment Services, Youth Initiatives, Literacy and Basic Skills, Summer and Part time Employment Experience Programs, Youth Outreach and Immigrant and Settlement Programs.

The Reception Support is responsible for the day-to-day reception/welcome area and support.

Responsibilities

- Provide in-person first line of customer service and telephone duties
- Book appointments for clients within the Employment & Immigrant Services
- Schedule language assessment appointments through HART database
- 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 week days but may require some flexible hours including some evening hours

Organizational Overview:

As one of the largest charitable community service organizations in Canada, the YMCA of Hamilton/Burlington/Brantford responds to critical social needs in the community and works to provide solutions. By nurturing the potential of children, youth and adults, the YMCA connects people to life-building opportunities, to each other and enhances their quality of life. We foster social responsibility and healthy living. The YMCA works collectively with community partners that share the YMCA's determination in strengthening the foundations of community for all people.

This position requires a commitment to the YMCA mission and core values of: Belonging, 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.



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Qualifications

- Two-year 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
- Exceptional computer skills (Word, Excel, Access and Internet).
- 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 (second language an asset)
- **If you are hired, prior to your start date and as a condition of employment, you will be required to provide proof that you are fully vaccinated against COVID-19 or have a valid Human Rights exemption.**

Competencies:

Commitment to Organization Vision and Values

Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA.

Diversity

Demonstrates respect for people of diverse backgrounds; makes efforts to educate oneself and others about diversity issues

Teamwork

Actively builds teams and encourages open relationships for maximum organizational effectiveness.

Relationship building and collaboration

Builds positive interactions both internally and externally to achieve work related goals.

Planning and Organization

Establishes a clearly defined and effective course of action for self and others to accomplish short and long term work goals

Communication

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.

Why Work for the YMCA?

As a charitable organization, the YMCA values the contributions of its diverse teams. We recognize the importance of providing meaningful opportunities that allow employees to grow and thrive. At the YMCA of Hamilton/Burlington/Brantford, in addition to fair wages, we offer a complimentary general membership with additional options for family participation. A comprehensive benefits program is also available to employees including a competitive and robust pension program. YMCA Employees enjoy a generous vacation entitlement that increases with seniority, as well as other paid entitlements. All employees have access to an Employee Assistance Program which provides confidential counseling and referral services as well as preventative education. Additionally, the YMCA understands the holistic needs of its employees is equally important and attempts to support these goals by offering a variety of staff discounts on the programs and services that support good health and strong families. We look forward to welcoming you to the YMCA.



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Internal Applicants:

The YMCA of Hamilton/Burlington/Brantford encourages employees within the Association, as well as those employed within the Canadian YMCA/YMCA-YWCA Federation to submit their application.

Please note that in so doing, the YMCA of Hamilton/Burlington/Brantford reserves the right to contact the applicable YMCA or YMCA-YWCA for purposes of seeking an employment reference throughout the recruitment process.

Please ensure that prior to submitting your application that you have disclosed to your current supervisor, your intention to submit your application. By submitting your application, you understand and agree to allow the YMCA of Hamilton/Burlington/Brantford to contact your current Association.

If you are interested in this position, please submit your letter of application and resume by **April 27, 2022** attention:

Arsim Aliu
General Manager
YMCA Immigrant Services
arsim.aliu@ymcahbb.ca

We thank all applicants, however, only those considered for an interview will be contacted.

Accessibility:

The YMCA of Hamilton/Burlington/Brantford is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the *Accessibility for Ontarians with Disabilities Acts (AODA)* and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. Should you require any accommodation throughout the recruitment process please do not hesitate contacting our Human Resources Department.

The YMCA of Hamilton/Burlington/Brantford is an equal opportunity employer.



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