



YMCA of  
Hamilton | Burlington | Brantford

## Child Care Financial Administrator

Hamilton/Burlington/Brantford Child Care Administration

**Starting Salary:** \$34,320

**Position Status:** Full-Time Permanent, with benefits and a complimentary YMCA membership. Hybrid work model.

**Placement:** Immediate

**Benefits & Perks:** We offer an array of total rewards to recognize loyalty, longevity, and passion for the work we do:

- Paid Vacation Entitlements that increase with seniority (subject to eligibility)
- Competitive total compensation packages
- Group health and benefits plans (includes medical, dental, and prescription medication, subject to eligibility)
- Generous pension plans with employer matching
- Free YMCA Health & Fitness Memberships
- Professional development opportunities including paid training and access to YMCA education scholarships
- Reduced rates for YMCA Child Care, Camp, and Child & Youth programs (subject to eligibility)
- Employee and Family Assistance Program (EFAP)
- Opportunities for career advancement
- Hybrid workplace model where appropriate to offer flexibility

### Nature & Scope

The Child Care Financial Administrator is responsible for processing School Age and Child Care registrations, other administration duties relating to childcare and day camp as assigned, maintaining and updating server data, and works closely with all childcare administration staff, School Age Area Managers and educators.

The Child Care Financial Administrator position reports directly to the Child Care Financial Administrator Lead.

### Responsibilities

- Customer service for families i.e. answer phone, process registrations, send out confirmation letters and payment schedules, process change of status, monitor parent and staff feedback and respond to issues.
- Input new registrations, withdrawals, changes.
- All registration packages are checked for accuracy and must have all needed information.
- Create and distribute invoices for third party partners.
- Maintain records for municipal subsidies

## Apply Now:

If you are interested in this position, please submit your letter of application and resume by **February 03, 2023** attention:

**Victoria Young, Regional Manager,  
Child Care Administration**  
[victoria.young@ymcahbb.ca](mailto:victoria.young@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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### **Responsibilities continued:**

- Maintain accounts in our CRM ( Avocado/Salesforce)
- Maintain spreadsheets for financial tracking and ensure accounts receivable are in good standing.
- Carry out other administration duties as assigned.

### **Qualifications**

- Computer skills in word processing, working with excel spreadsheets and willingness to learn computer systems
- Knowledge of the licensed childcare environment is an asset
- Excellent customer service skills
- Excellent communication skills, both written and verbal
- Effective time management skills – must be able to plan, organize and prioritize tasks.
- Knowledge of Salesforce is an asset
- Current Criminal Record and Judicial Matters Check

### **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.

#### **Communication**

Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across Association

#### **Planning and Organizing**

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

#### **Team Work**

Participates actively in a team for organizational effectiveness

#### **Creativity and Innovation**

Develops new ways or adapts existing ideas to help achieve desired results

#### **Integrity**

Demonstrates responsible behaviour at all times and maintains high ethical standards.

## **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.

Our approach to personal balance and flexibility supports employees to devote time to personal matters. At times, the organizational business needs that arise will require employees to work beyond their normal work schedule in order to fulfill accountabilities required in relation to their job specific function. Together with our employees, the YMCA will work towards maintaining balance and fairness.

## **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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