



**YMCA of  
Hamilton | Burlington | Brantford**

## **Residence and Membership Associate (early morning/open shifts)**

Hamilton Downtown Family YMCA  
79 James Street South  
Hamilton, Ontario  
L8P 2Z1

**Hourly Rate:** \$15.81

**Position Status:** Part-Time

**Placement:** Immediate

### **Nature & Scope**

The Residence and Membership Associate provides assistance to the Residence operation and membership department at the Hamilton Downtown YMCA. This role involves residents and member customer support, updating paper and electronic files, as needed, AVOCADO support, and front-line duties as assigned.

This position will also be responsible for administrative functions at the Residence Service Desk and communication to members and potential members in the areas of registration and information. The successful incumbent must be an effective communicator with an appreciation for the need to exhibit appropriate empathy based on individual situations as may be presented.

This is a part time position will require an availability to work a flexible schedule; include **early mornings/open shifts**, evenings, weekends and holidays. The successful incumbent will have responsibilities in facilitating personal financial assistance interviews and coordinating administrative functions related to the Membership Sales & Service area and the provision of excellent customer service to members, participants, staff and volunteers.

### **Responsibilities**

- Play a key role at the information hub of the branch
- Data entry utilizing Avocado Software
- Conducts personal financial assistance interviews exercising sound judgment and confidentiality
- Administrative responsibilities and support to the Membership Manager in ensuring the membership processes are followed to standard; front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication
- Provide excellence in customer service at member point of access
- Member access responsibilities including use of Avocado Software and member account interpretation

## **APPLY NOW**

If you are interested in this position, please [CLICK HERE](#) to complete the YMCA Employment Application form and follow the instructions for submitting your cover letter and resume, along with documentation to verify requirements of the position.

**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:

- Front line role in collection of accounts, screening/intake of residence applications and dealing with issues as they arise
- Administrative responsibilities and support to the Residence Administrator in ensuring the residence processes are followed to standard
- Provide excellence in customer service at resident point of access

### Qualifications

- Post-Secondary education at the college level in Marketing, Office Administration, Social Work or related field is preferable
- Excellent written and oral communication skills
- 1-3 years experience in a customer service role within a shelter, residential setting; flexible and well organized
- Computer skills – Word, Excel, Windows, basic internet skills (Avocado experience is preferred)
- Good grasp of math and excellent problem-solving skills
- Proven successful housing experience within a transitional housing framework
- Must provide a current Criminal Record & Judicial Matters Check as per the Association's policy

## 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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## 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.

### **Service Orientation:**

Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience.

### **Teamwork:**

Participates actively in a team for organization effectiveness.

### **Quality Focus**

Ensures that success criteria for self, staff and programs are set, reviewed and surpassed regularly to provide excellent service delivery

### **Problem Solving:**

Identifies an issue, gathers and processes relevant information, comes up with possible solutions, selects the appropriate response, and implements solution.

### **Diversity**

Appreciates that people with different opinions, backgrounds and characteristics bring richness to the YMCA.

## **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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