



Facility Attendant Volunteer

Downtown Victoria YMCA-YWCA

Vacancies: 1

Position: Volunteer

Placement: Immediate

Nature and Scope:

The Facility Attendant Volunteer will use their skills and knowledge to maximize member participation and individual experiences. Our volunteers develop strong and healthy attitudes by delivering the YMCA-YWCA's core values – caring, honesty, respect and responsibility – in programs and services. The Facility Attendant Volunteer achieves this by supporting members and staff at the Membership Services desk and on the fitness floors.

Responsibilities:

- Assist with Membership Sales and Service tasks, providing customer service by becoming familiar with facility guidelines and procedures to deliver consistent quality experiences for everyone.
- Maintain and develop relationships with members, participants, staff and other volunteers within the YMCA-YWCA of Vancouver Island.
- Promote the YMCA-YWCA's Code of Behaviour by role modeling a respectful and considerate attitude; providing clean, comfortable, and safe environment.
- Promote healthy exercise practices within programs and remain alert to possible health and safety risks.
- Follow the Top 10 SAM 2.1 Actions during every volunteer shift.
- Ensure appropriate equipment is available and safe to use for program participants.
- Be actively engaged in the feedback process by identifying areas of improvement and by sharing these with supervisors to encourage excellence in the facility.

Qualifications:

- Current Standard First Aid and CPR C
- A clear Criminal Record Check with Vulnerable Sector Screening required

Competencies:

- Commitment to Organization Vision and Values: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, and strategic outcomes and values of the YMCA-YWCA
- Concern for Health and Safety: Demonstrates a working knowledge of health and safety policies and procedures and ensures their implementation
- Service Orientation: Deliberately identifies and creates opportunities to enhance each and every individual's YMCA-YWCA experience
- Integrity: Demonstrates responsible behaviour at all times and maintains high ethical standards

- Communication: Shows a curiosity and drive to engage with members to build and maintain relationships
- Philanthropy: Takes every opportunity to communicate and educate members, volunteers, staff and the community about the charitable nature of the YMCA-YWCA
- Diversity: Demonstrates respect for people of diverse backgrounds

To Apply: Please send a cover letter and resume to:

Human Resources
YMCA-YWCA of Vancouver Island
Email: hr@vancouverislandy.com

Please Note:

- 1. Application Deadline:*** *This posting will close when a suitable candidate has been identified.*
- 2. We thank all applicants, but only short-listed candidates will be contacted.***

The YMCA-YWCA of Vancouver Island is an equal opportunity employer.