



**Membership Sales and Service Staff / Duty Manager
Downtown Victoria YMCA-YWCA**

Vacancies: 1

Position: Permanent Full-Time

Placement: April 2018

Salary: \$15.55/hour (Membership Sales and Service rate); \$17.97/hour (Duty Manager rate)

Hours: 35 hours per week, Sunday through Thursday work week.

Sundays 1:45 – 9:15pm

Mondays 3:15 – 10:45pm

Tuesdays 3:15 – 10:45pm

Wednesdays 12:00 – 7:30pm

Thursdays 12:00 – 7:30pm

(Please note that these shifts are subject to change as required by the department)

Nature and Scope:

Reporting to the Membership Sales and Services Supervisor, the Membership Sales and Service Staff/Duty Manager provides excellence in customer service, sales and support to all members and participants, and the general public.

This permanent full-time position is entitled to a YMCA-YWCA individual membership; 15 days vacation; and a cost-shared benefits package (after completion of the probationary period) which includes:

- Medical (MSP coverage; eligible after one month)
- Health Care, Drug Plan, Dental, Vision, EAP
- Extended Health Care
- Life Insurance
- YMCA Canada Pension Plan (eligible after one year)

Responsibilities:

- Provide excellent customer service to members, volunteers, and staff
- Maintain detailed, accurate transaction and cash handling procedures and records
- Efficient registration of members and course participants using registration software
- Develop and retain a high level of product knowledge (information on YMCA-YWCA membership, programs, services, and camps)
- Assist with room/facility set-up procedures for programs and special events as required
- Ensure the safety of all members, participants, staff, volunteers and property by following YMCA-YWCA standards/policies/procedures and ensuring they are maintained amongst all members and staff
- Monitor commitment to service excellence by role modelling and maintaining YMCA SAM 2.1 standards
- Develops and maintains professional and courteous relationships with members and participants
- Contributes as a member of our staff team in the overall operation of the Health, Fitness and Aquatic Centre, including performing other duties as assigned

Qualifications:

- High School graduation required, post-secondary education in progress or completed preferred
- Commitment to build meaningful relationships through positive daily interactions with Y members, visitors and colleagues
- Must have a strong collaborative work ethic, ability to work on multiple projects and under pressure with tight deadlines and minimum supervision
- Strong verbal and written communication skills
- Strong computer skills: Word, Excel
- Registration software experience an asset (will provide training)
- Current Standard First Aid and CPR C required
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required

Competencies:

- Commitment to Organization Vision and Values
- Customer Service
- Communication
- Teamwork
- Self-Management
- Problem Solving
- Planning and Organization
- Commitment to Health and Safety

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 found.
- 2. Internal applicants are expected to inform their supervisor prior to application.**
- 3. We thank all applicants, but only short-listed candidates will be contacted.**

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