



**Membership Sales and Service Staff & Duty Manager  
Westhills YMCA-YWCA (Langford, BC)**

**Vacancies:** 1

**Position:** Casual

**Placement:** Immediate

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

**Hours:** Available shifts include opening, evening, and closing shifts, must be available to work weekends, some statutory holiday shifts, and provide additional shift coverage as required. A flexible schedule is required.

**Nature and Scope:**

Reporting to the Westhills Y 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 casual position is entitled to an individual YMCA-YWCA membership.

**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
- Develop and maintains professional and courteous relationships with members and participants
- Contribute 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:**

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

**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.ca](mailto:hr@vancouverislandy.ca)

**Please Note:**

- 1. Application Deadline:** *This posting will close when a suitable candidate has been found.*
- 2. Please indicate in your cover letter how you heard about this position.**
- 3. Internal applicants are expected to inform their supervisor prior to application.**
- 4. We thank all applicants, but only short-listed candidates will be contacted.**

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