



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

**Vacancies:** 2

**Position:** Permanent Part-Time

**Placement:** March 2019

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

**Hours: Vacancy #1**

Sundays 9:00am - 4:30pm

Mondays 10:00am - 5:30pm

Thursdays 10:00am - 5:30pm

Fridays 5:30am - 1:00pm

**Vacancy #2**

Sundays 7:00am - 2:30pm

Mondays 5:30am - 1:00pm

Tuesdays 5:45am - 10:45am

Wednesdays 3:15pm - 10:45pm

*\*Please note that these shifts are subject to change based on the needs of the department.*

*The successful candidate will be required to work statutory holidays that fall within set work week.*

**Nature and Scope:**

Reporting to the Downtown 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 permanent part-time position is entitled to a YMCA-YWCA individual membership; 15 days pro-rated 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 two years of continuous service)

**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:**

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

**Please Note:**

1. **Application Deadline:** This posting will close when suitable candidates have 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.*