



**Member Educator Staff
Westhills YMCA-YWCA (Langford, BC)**

Vacancies: 1

Position: Permanent Full-Time

Placement: November 2021

Wage: \$15.55/hour

Shifts: 35 hours per week; this position will work a Tuesday through Saturday work week.

Tuesday-Friday 12:00 PM – 8:00 PM

Saturday 8 AM – 1:00 PM

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

Nature and Scope:

The Member Educator Staff provides excellence in customer service while working as part of the Health, Fitness and Aquatics team of staff and volunteers to provide a welcoming and safe experience to all members, participants, and guests.

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:

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

Responsibilities:

- Monitor commitment to service excellence by role modelling and maintaining YMCA SAM 2.1 standards
- Develop and maintain professional and courteous relationships with members and participants, learning and using their names
- Promote and educate members, guests and potential members on all membership and program offerings
- Assist potential members with registration when needed
- Support members, guests and participants check-in process
- Provide facility tours through YMCA 7 Steps of Selling
- Develop and retain a high level of product knowledge on other Vancouver Island Y programs and services outside of the Health, Fitness and Aquatic centre
- 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
- Contribute as a member of the staff team in the overall operation of the Health, Fitness and Aquatic Centre, including performing other duties as assigned
- Meet and exceed projected sales targets
- Maintains daily sales and program statistics
- Remain calm and use supportive language when dealing with upset members and stressful situations

Qualifications:

- High School graduation required, post-secondary education in progress or completed preferred
- Commitment to building meaningful relationships through positive daily interactions with Y members and guests
- Proven customer service excellence
- Excellent communication and interpersonal skills
- Proficiency with Microsoft Office (mainly Word, Excel)
- Registration software experience an asset (training provided)
- Current Standard First Aid and CPR (C) required
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required
- The YMCA/YWCA has implemented a mandatory COVID-19 vaccination policy requiring all staff and volunteers to be fully vaccinated.
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Competencies:

- Commitment to Organization Vision and Values
- Service Orientation
- Communication
- Teamwork
- Problem Solving
- Commitment to Health and Safety

To Apply: Please send a cover letter and resume, indicating the position that you are applying for in the subject line of your email to:

Human Resources
YMCA-YWCA of Vancouver Island
Email: 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. Applications will be short-listed for interviews as they are received.**
- 5. We thank all applicants, but only short-listed candidates will be contacted.**

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