



**Member Educator and Duty Manager Staff – Updated Wage Rates effective January 1, 2023  
Downtown YMCA-YWCA (Victoria, BC)**

**Vacancies:** 1

**Position:** Permanent Full-Time

**Placement:** December 2022

**Wage:** \$18.25/hour Member Educator rate; \$21.84/hour Duty Manager Rate

**Shifts:** 35 hours; this position will work a Monday through Friday work week; 5:45 AM – 1:15 PM .

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

**Nature and Scope:**

The Membership 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; paid sick days (per policy); 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 member, guest and participant 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 build 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.

**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](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. *Applications will be short-listed for interviews as they are received.*
4. *We thank all applicants, but only short-listed candidates will be contacted.*

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