



Registration Services Representative

Association Services Offices (located at Westhills YMCA-YWCA in Langford, BC)

Vacancies: 1

Position: Permanent Part Time or Permanent Full Time

Placement: Immediate

Salary: \$20.18/hour

Hours: Monday to Friday work week: Full time 8:00am – 3:30pm, Part Time 9:00am – 2:00pm (start and end time have some flexibility)

Nature and Scope:

Registration Services (RS) provides customer service to members and customers of the Y over the phone and via email and provides varying levels of administrative support to every department throughout the YMCA-YWCA of Vancouver Island.

Registration Services is a part of the Association Services offices and is located at the Westhills YMCA-YWCA in Langford, BC. This is an in-person position. Remote work is not available.

The RS team has excellent communication, customer service, and administrative skills. The staff team works together to ensure each interaction meets the high-quality service standards while role-modeling the Y core values of caring, honesty, respect, responsibility and inclusion.

The successful candidate joining our team must be passionate about customer service and administration. The candidate should have experience working in a physically small office environment and experience dealing with high volumes of phone inquiries. Experience dealing with challenging service situations is an asset. They will be highly motivated, organized, and capable of maintaining a positive, caring, service-oriented environment. The individual must be resourceful and able to retain a large volume of product knowledge.

Reporting to the Director of Operations, the direct responsibilities of the position include answering a high volume of phone calls, highly repetitive tasks including but not limited to member reservation bookings, payment and information collection, member service sales and requests, program and waitlist registration, email inquiries and office administration tasks. Contact with Y Members and the public is through phone and email.

The permanent positions are entitled to a YMCA-YWCA individual membership; 15 days vacation for PERMANENT FULL TIME (prorated for PERMANENT PART TIME); 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, Long Term Disability & AD&D
- YMCA Canada Pension Plan (eligible after one year) for PERMANENT FULL TIME
- YMCA Canada Pension Plan (available after 2 y ears of continuous services; and having worked a minimum of 700 hours in each of the past 2 consecutive years) for PERMANENT PART TIME



Responsibilities:

- Communicate directly with members and the public who contact the Association via phone and email.
- Respond to inquiries and provide advice on YMCA-YWCA membership, program selection, courses, and activities.
- Promote the benefits of membership to existing and potential members; develop relationships to enhance service levels and member appreciation of value
- Promote and register participants in Camp Thunderbird, Child Care, and Y Health, Fitness, and Aquatics programs
- Provide administrative support for Outdoor Education programs for Camp Thunderbird
- Process administrative and accounting tasks that support Membership Services, such as but not limited to membership sales, responding to and resolving membership account and payment issues, processing membership holds, cancellations, and amendments
- Provide registration and administrative support for special events and seasonal needs of various departments.
- Perform general office tasks, such as mailing, managing, and maintaining stationary supplies etc.
- Respond to, resolve, or refer member and community inquiries and feedback regarding all aspects of the YMCA-YWCA of Vancouver Island functions and activities.

Qualifications:

- High School Diploma
- 2 years experience in a combination of office administration and/or customer service
- Experience using customer relationship management or Active Net software an asset
- Experience using Microsoft Office 365, primarily Teams and Outlook, an asset
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required (*not required at application stage*)

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

Please Note:

- 1. Application Deadline:** This posting will close when a suitable candidate has been found.
- 2. We thank all applicants, but only short-listed candidates will be contacted.**

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