

## **Member Educator Staff Downtown YMCA-YWCA (Victoria, BC)**

**Vacancies:** 3

**Position:** Casual

**Placement:** Immediate

**Wage:** \$18.80/hour

**Shifts:** Various shifts – mornings, afternoons, evenings, weekends

\*Additional hours may be available for shift coverage\*

### **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. Casual positions are entitled to a free individual YMCA-YWCA membership.

### **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 (*prior to start date – not required at the application stage*).

**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: Open until suitable candidates have 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.***