



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

Vacancies: 1

Position: Permanent Full-Time – 35 hours per week

Placement: May 2025

Wage: \$19.36/hour

Shifts: Sunday to Thursday [Sunday 9:45am-5:15pm; Monday to Thursday 1:45pm-9:15pm]

OR

Monday – Friday [Monday to Thursday 1:45pm-9:15pm; Friday 12:45pm-8:15pm]

**Shift start time negotiable if required*

**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; paid sick time (per our policy); and a cost-shared benefits package (after completion of the probationary period) which includes:

- Extended Health Care, Drug Plan, Dental, Vision, EAP (eligible after 6 months)
- Life Insurance, LTD and AD&D (eligible after 6 months)
- YMCA Canada Pension Plan (eligible after one year of continuous service)

Responsibilities:

- Ensure Y Canada Initiatives are implemented and standards met including Child Safeguarding and The Y Way
- 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 center
- 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 is 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

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.