

**SERVICE AREA:** YMCA of Three Rivers – Health & Wellness

**POSITION:** Membership Experience Volunteer

**LOCATION:** A.R. Kaufman Family YMCA (Kitchener)

**REPORTS TO:** Membership Experience Team Lead

**TIME COMMITMENT:** A minimum of 2 hours per week is required (details below)

**START DATE:** ASAP

### ROLE DESCRIPTION:

- This position is responsible for greeting and welcoming participants to the facility at the access point (Membership Services desk), as well as assisting with other front desk tasks to assist members, guests and staff.

### SPECIFIC RESPONSIBILITIES:

- Greet members and guests in a friendly manner
- Monitor the access point with child protection in mind
  - Using computer system to sign in members and non-members as needed
- Respond to general inquiries in a friendly and welcoming manner
  - Providing class times, booking members into fitness classes, handing out copies of schedules
  - Asking members/guests to kindly wait in line for the next available membership staff when they are busy
- Lending out equipment such as locks and racquets following sign-out procedures
- Keeping lobby area and front desk tidy
- Folding towels
- Other duties as assigned by front desk staff or Leaders

### QUALIFICATIONS & REQUIREMENTS:

- Previous experience working in a dynamic customer service environment is an asset
- Proficient in English - oral, written and communication skills
- Good interpersonal skills
- Standard First Aid with CPR-C & AED is an asset
- Acceptable Police Vulnerable Sector Check will be required by start date

### SUPPORT & TRAINING:

- An orientation for this position will be provided by the Team Lead or Supervisor of the department and additionally, YMCA staff will be available for assistance during each shift and ongoing support as needed.

### TIME COMMITMENT DETAILS:

- A.R. Kaufman Family YMCA – 333 Carwood Ave, Kitchener
- 2-hour shift once per week, various shift days/times available

### HOW TO APPLY:

- To apply please email a copy of your resume or a letter of intent to our [Membership Team Lead](#)
  - You will receive a response within 3 business days outlining available shift times and next steps
- Due to the volume of applications received, only those selected for an interview will be contacted
- After an interview, a reference check will be completed with three (3) past or present employers or teachers

### COMPETENCIES REQUIRED:

**Communication:** Communicates in a thorough, clear and timely manner to support information sharing.

**Results Oriented:** Has the ability to manage, lead to achieve, and exceed identified goals.

**Relationship Building and Collaboration:** Builds positive interactions, both internally and externally, to build enthusiasm and appreciation to achieve work related goals.

**Tolerance for Ambiguity:** Functions effectively in situations of less than perfect or incomplete information.