



Job Title: Member Services Volunteer
Shift: Weekday, Weekends and Evening Shifts Available
Working With: Adults, Youth, and Children of all ages

Join the Y to be fulfilled, be inspired and make a difference every day...

We are seeking **Member Services Volunteers** who are friendly resourceful, well-organized and have superior customer service skills, who would love giving their time at our Kelowna Family YMCA-YWCA. If that sounds like you, then this is your ideal place to help build strong kids, strong families, and strong communities.

The YMCA-YWCA of the Central Okanagan is a trusted, responsive charity that has been a part of our community for almost 30 years. The Y is committed to building strong kids, strong families and strong communities and strives to weave the core values of caring, honesty, respect and responsibility into all of our programs including: health, fitness & recreation, child care & day camps, youth leadership, employment, education and training, community outreach and international development. Y programs provide experiences to over 20,000 people per year in the areas of fitness, childcare, employment and aquatics with 43% of them being children & youth.

Reporting to and working with Member Services Team Leaders, the Member Services Volunteer is responsible for welcoming all customers and members to our facility. The main objective is to increase membership sales, program participation and retain existing members with excellent ongoing customer service. Our facilities are open to all to service a diverse population. We strive to create a friendly and welcoming atmosphere for all to enjoy.

Duties & Responsibilities:

- Identify and create opportunities to enhance each and every person's experience
- Meet and exceed customer's expectations in all service aspects at the Member Services desk
- Answer telephone and counter enquiries relating to programs, facility rentals, services and other general enquiries
- Operate a variety of office equipment (eg. Calculator, photocopier, and fax machine)
- Support and work as part of a staff/volunteer team ensuring excellent customer service
- Provide leadership and guidance
- Perform other related duties as required by Staff, Supervisors, and Managers.

Knowledge, Skills and Abilities on the Job:

- Exceptional customer service attitude
- Resourceful and organized
- Able to follow directions and at times work independently
- Ability to multi-task

Competencies:

Commitment to Mission, Vision and Values: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision and values of YMCA-YWCA of the Central Okanagan.

Service Attitude: Identifies needs and wants of members/participants as priority and responds in an effective and timely manner to enhance every person's Y experience.

Planning and Organization: Establishes a clearly defined and effective course of action for self to accomplish work goals

Self-Management: Ability to direct personal performance to achieve desired results with minimum supervision.

Qualifications:

- A Satisfactory Criminal Record Check
- Successful Completion of Reference Checks
- In an attempt to maintain our quality service to our members and community we request a minimum commitment of one shift per week whenever possible for at least 6 months continued service. This allows us to build schedules and offer additional programming to our community.

Our Commitment to our Volunteers:

As a volunteer with the Y family, we offer you a rewarding and fulfilling environment, opportunities to gain valuable experience, skills, training, and certifications. In addition, we want our volunteers to have:

- Meaningful volunteer experiences in a safe and secure environment
- A place in a supportive, caring, professional team
- Free child minding (when available) for your children while you volunteer for the Y
- Regular opportunities for volunteers to provide input and suggestions, both informally and through volunteer surveys
- Formal YMCA-YWCA orientation and training for all volunteers
- The opportunity to participate in YMCA Canada training programs
- Volunteer appreciation events
- Being a part of a broad mix of people who bring diverse perspectives and talents to the YMCA-YWCA of the Central Okanagan
- An interdisciplinary culture that allows volunteers to explore different jobs through our various Core Programs and Departments
- Volunteers can also receive free certifications in First Aid and CPR-C
- Fitness evaluations and course cost reimbursement for Y Volunteer Fitness Instructors (please inquire for further details)
- Advance your skill set, experience, and references to improve your resume
- Build confidence and valuable training for future employment

To learn more about the YMCA-YWCA of the Central Okanagan, visit our website at www.ymca-ywca.com.

To experience the rewards and joys of giving...

Contact us to find out how you can become a Y Volunteer:

Kelowna Family YMCA-YWCA
Jennifer Spencer, Member Services Team Leader
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