

# Y Volunteer

OPPORTUNITIES



Be part of the  
Y's volunteer family

Make a difference  
in your community

Get involved today!

[ymca-ywca.com](http://ymca-ywca.com)

**Position Title:** Member Services Volunteer  
**Location:** H2O Adventure + Fitness Centre  
**Working with:** Pre-school to Youth  
**Schedule:** 2 hour shift per week of your choice

Without volunteers, the Y could not subsidize memberships or expand on the health and wellness programs that prove to change lives today. And without our volunteers gift of time, we *definitely* could not grow to help those that need us tomorrow.

#### Major Responsibilities and Abilities:

- Ensure members and guests experiences are friendly and welcoming.
- Build positive relationships with members and visitors at the Kelowna Family Y.
- Meet and exceed customer's expectations in all service aspects at the Membership Services desk.
- Communicate and be knowledgeable of all general information and be able to clearly and concisely relate to customers while they are at the facility.
- To support and work as part of a staff/volunteer team ensuring excellent customer service.
- Other duties as required by Member Services Staff, Supervisors and Managers.

#### Requirements:

- 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 3-6 months continued service. This allows us to build schedules and offer additional programming to our community.

#### Application Process:

Please submit your application by filling out this [FORM](#)

For further inquiries please contact:

H2O Adventure + Fitness Centre, Linda Houghton – Member Services Director

4075 Gordon Drive, Kelowna BC, V1W 5J2

E-mail: [lhoughton@ymca-ywca.com](mailto:lhoughton@ymca-ywca.com)

Kelowna Family Y, Lorie-Ann Samoisette - Member Services Supervisor

375 Hartman Road, Kelowna BC, V1X 2M9

E-mail: [lsamoisette@ymca-ywca.com](mailto:lsamoisette@ymca-ywca.com)



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We build strong kids, strong families, strong communities