



SERVICE AREA: YMCA of Kitchener-Waterloo

POSITION: YMCA Front Desk Volunteer

LOCATION: A.R. Kaufman YMCA (Kitchener)

REPORTS TO: Supervisor of Membership Services

TIME COMMITMENT: Minimum of 10 hours per week is required (details below)

START DATE: ASAP

PROGRAM DESCRIPTION:

- This position is responsible for greeting and welcoming participants to the facility at the access point.

SPECIFIC RESPONSIBILITIES:

- Respond to member inquiries in a friendly and welcoming manner
- Present "housekeeping info" to participants/members, i.e. class times, hand out copies of schedules/program guides
- Sign in members and out-of-town members
- Monitor the access point with child protection in mind
- Keep lobby area and front desk tidy
- Assume other duties as assigned

QUALIFICATIONS & REQUIREMENTS:

- High School diploma is required
- Proficient in English - oral, written and communication skills
- Good interpersonal skills
- Upholding safety regulations
- CPR and First Aid is an asset
- Acceptable Police Check

SUPPORT & TRAINING:

- An orientation for this position will be provided by the supervisor of the program and additionally, YMCA staff will be available for assistance and ongoing support as needed.

TIME COMMITMENT DETAILS:

- **A.R. Kaufman Family YMCA, 333 Carwood Avenue, Kitchener**
Monday to Friday - 5:00pm to 7:00pm

HOW TO APPLY:

- To apply for this current volunteer role, please fill out an application and email it to the general mailbox for volunteer coordinators. We require that the position title be stated on your application before it is submitted.
- The application can be found on our website at www.ymcacambbridgekw.ca, under the **Volunteer** tab at the top of the page. Go to **Volunteer Opportunities** and then **Volunteer Application**.
- Due to the volume of applications received, only those selected for an interview will be contacted and all other applications will be kept on file for 6 months.

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.