



YMCAs of Cambridge & Kitchener-Waterloo

SERVICE AREA: YMCA of Kitchener-Waterloo

POSITION: YMCA Front Desk Volunteer

LOCATION: Stork Family YMCA (Waterloo)

REPORTS TO: Supervisor of Membership Services

TIME COMMITMENT: Minimum of 2 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:

- **Stork Family YMCA** – 500 Fischer-Hallman Rd. N, Waterloo
 - Wednesdays 4:00 – 6:00pm, Saturdays 4:00 – 6:00pm or Sundays 1:00 - 3:00pm

HOW TO APPLY:

- To apply please complete the volunteer application form [here](#) and be sure to select the Front Desk (Waterloo) Volunteer option
- Due to the volume of applications received, only those selected for an interview will be contacted for an interview

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.