



**YMCA of Owen Sound Grey Bruce**

700 10<sup>th</sup> Street East  
Owen Sound, ON N4K 0C6  
519-376-0484  
ymcaowensound.on.ca

# We're Hiring!

## **Customer Service Representative**

**Part Time (10- 18 hrs/week)**

**Health, Fitness & Aquatics Centre; Owen Sound**

**Start Date: end of June 2019**

**Wage Range:** Commensurate with education and experience

**What We're Looking For:** We are looking for an outgoing, hard-working, customer focused individual to be part of our amazing Customer Service team. You have strong communication skills and a strong customer service background with a talent for problem solving. You are a naturally positive person and strive to provide "above and beyond" customer service. You believe in the YMCA Mission and Values and receive great satisfaction from helping others

**What We Offer:** We offer you an opportunity to interact with amazing members of our community every day. In addition, you will have the opportunity to work with a fabulous team of fun and hard-working co-workers. Our Customer Service Representatives are second to none! As a member of the YMCA Customer Service team you will be given the opportunity to help us create a sense of belonging for all and give back to our community. We offer competitive compensation, benefits, retirement savings plan and a YMCA membership to our fabulous Health, Fitness and Aquatics facility.

### **Responsibilities:**

- Commitment to service excellence by modeling and upholding YMCA SAM standards, and participating in an environment of clean culture
- Gives helpful and personal attention to members
- Responds professionally to challenging situations
- Demonstrates YMCA Mission, Vision, and Values when interacting with others
- Works effectively with peers and other YMCA staff and volunteers
- Maintains a professional appearance
- Takes action on system notes and alerts members to same.
- Take charge in an emergency; administer first aid as required, and perform necessary follow-up procedures
- Attend and actively participate in all staff training sessions

*Building healthy  
communities*



- Perform administrative duties as required fulfilling Association requirements and procedures
- Offer support to other departments as needed including fulfilling Service Leader role as required
- Perform other duties as assigned

**Qualifications:**

- College Business Administration Diploma or equivalent an asset
- Current Standard First Aid / CPR Level C / AED certification
- Computer literate and working knowledge of Microsoft Word and Excel
- Familiarity with DfM Database an asset
- Excellent customer service, relationship building, and team work
- Flexibility regarding assigned hours of work, including days, evenings and weekends
- Strong work ethic
- Well-developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with members, staff and volunteers; excellent written communication skills
- Satisfactory Police Records Check and Vulnerable Sector Check issued no later than 90 days preceding start date

Only candidates selected for an interview will be contacted.

Please submit your resume, cover letter and completed [YMCA of Owen Sound Grey Bruce Employment Application](#), to Barbara Dolan, Supervisor; Customer Service, in person or by email to [barbara.dolan@osgb.ymca.ca](mailto:barbara.dolan@osgb.ymca.ca) by 8 AM Tuesday June 11 2019.

The YMCA of Owen Sound Grey Bruce values the diversity of people and communities and is committed to excellence and inclusion in our Association. We are committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation.