



YMCA of Owen Sound Grey Bruce

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

We're Hiring! **EXTERNAL POSTING**

Customer Service Representative

Part time / 10-18 hours per week

Health, Fitness & Aquatics Centre; Owen Sound

Start Date: October 1, 2018

Wage Range: Commensurate with education and experience

Role: Reporting to the Customer Service Supervisor, the incumbent is responsible for ensuring excellence in the delivery of customer service. This position requires a flexible work schedule including early mornings, evenings, weekends and holidays as required.

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
- Take charge in an emergency situation; administer first aid as required, and perform necessary follow-up procedures
- Attend and actively participate in all staff training sessions
- Perform administrative duties as required fulfilling Association requirements and procedures
- Offer support to other departments as needed including fulfilling Service Leader role as required
- Participate as an active member of the Health, Fitness & Aquatics Customer Service Staff team
- Assume other duties as assigned

Qualifications:

- College Business Administration Diploma or equivalent an asset
- Current Standard First Aid / CPR Level C / AED certification
- Excellent customer service, relationship building, and team work
- Strong communication skills, both verbal and written
- Strong work ethic
- Computer literate in Word/Excel software; knowledge of CLASS system an asset
- Satisfactory Police Records Check and Vulnerable Sector Check issued no later than 90 days preceding start date

*Building healthy
communities*



Only candidates selected for an interview will be contacted.

Interested candidates please submit a cover letter, resume and YMCA Application Form by email or in person to Customer Service Supervisor, Barbara Dolan barbara.dolan@osgb.ymca.ca by: 20 September 2018

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.