



YMCA of Greater Vancouver

Volunteer Opportunity

Member Services Host Robert Lee YMCA

The YMCA of Greater Vancouver is a charitable association dedicated to the development of people in spirit, mind and body as well as the improvement of local, national and international communities.

Job Summary

The Member Services Host Volunteer will greet and welcome members, participants and guests to the Robert Lee YMCA. The Host will build positive relationships with and between members, actively seek out and solve member questions and concerns, and spread relevant information on services and programming in the building. The Host will also help maintain the professional and aesthetic appearance of the building.

Requirements

- Minimum 16 years of age
- Proficiency in English and ability to communicate in multiple languages is an asset
- Minimum 6-month volunteer commitment
- Minimum 2 volunteer shifts per week, with minimum of two hours per shift
- Available to work during weekday evenings to accommodate the busiest facility hours
- Completion of volunteer documentation and criminal record check

Competencies

- *Approachable:* Maintains a confident and outgoing demeanour and strives to remember names and other details of interactions with members
- *Relationship Building / Collaboration:* Builds positive and meaningful interactions to achieve organization's goals and serves as a trusting and reliable resource for members and front line staff
- *Commitment to organization vision and values:* Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA
- *Communication:* Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA
- *Teamwork:* Actively builds teams and encourages open relationships for maximum organizational effectiveness
- *Leadership:* Guides, motivates and inspires self and others to take action to achieve desired outcomes
- *Initiative:* Does the right thing at the right time without being asked and actively seeks out information to be aware of facility happenings at all times.
- *Integrity:* Demonstrates responsible behaviour at all times and maintains high ethical standards
- *Service Orientation:* Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience

Benefits

- Use of the YMCA facilities on the day in which you volunteer
- Meet and network with individuals from a variety of backgrounds
- Develop communication and interpersonal skills

Contact

To apply, send resume to Jenn Bryden, Member Services Director, Robert Lee YMCA
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