

# Job Opportunity



## Why the Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities. Our locations, programs and services are designed to help our members and participants grow in spirit, mind and body and are open to people of all backgrounds, beliefs, and abilities.

## At the YMCA

you will feel connected to community, when your work positively influences the lives of others in so many ways.

- you will meet new people, while working at one of the most respected human services organizations in the world
- you will expand your knowledge base, where you can flourish in values-based environment.
- you will have career development opportunities where you build a better future for yourself and others.
- you will experience a rewarding job by helping support the building of healthy communities.

The YMCA of Southwestern Ontario is a multi service, non-profit values-based charity that serves Windsor-Essex, Sarnia-Lambton, Chatham-Kent, London, Middlesex-Elgin, Huron-Perth, and Oxford counties. Our services include: Childcare Services, school age programs, camp programs, health and fitness branches, community programs and newcomer services across the region. Our commitment includes a special focus on the region's children and youth. From the kids in our camps and those participating in soccer and swimming lessons, to youth who are new to our communities from around the world, the Y is committed to helping our next generation to grow and thrive, as healthy individuals and passionate future leaders.

Y not join the thousands of members, employees and volunteers and share our vision of a healthy community?

**As we continue to grow, we have a need for the following position:**

**Position/Term: Newcomer Settlement Receptionist**

**Location: Windsor Learning Centre 500 Victoria Ave, Windsor.**

**Start Date: Feb 04, 2023**

## Qualifications & Experience:

- The Settlement Telephone Receptionist is accountable for customer and reception services for IRCC eligible newcomer clients as well as clerical support to Newcomer and Community Services and is directed by the Manager of Settlement in accordance with the association mission and values.
- High school diploma generally required
- Knowledge of administrative and clerical procedures
- Proficiency in Microsoft Office and familiar with using a database
- Proficiency in using online digital platforms such as Microsoft Teams, Zoom or Google Meet; required to provide virtual/remote service
- Knowledge of customer service principles and practices

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- Keyboard skills
- Ability to work a switchboard
- Comfortable and effective communicating with diverse populations
- Current and acceptable Criminal Record Check with Vulnerable Sector Screening is a condition of employment for all staff and volunteers.
- The YMCA of Southwestern Ontario has a mandatory COVID-19 vaccination policy. It has been suspended effective June 30, 2022. The policy may need to be re-instated in the future should our public health situation become such that it would be a recommended requirement

## **Compensation/Benefits:**

- A YMCA personal membership at our health and fitness branches
- A discount on our Childcare and Camp programs
- Vacation entitlement in accordance with the employment standards regulations
- May be entitled to up to 12 paid personal days – applicable with position and contract length.
- Benefits package - applicable with position and contract length

## **Schedule:**

- **Saturday 8:45 am to 3:15 pm**

## **Responsibilities:**

- YMCA of Southwestern Ontario policy and procedures
- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work.
- Answer telephone, screen and direct calls.
- Take and relay messages.
- Provide information to callers.
- Greet persons entering organization.
- Direct persons to correct destination.
- Deal with queries from the public and customers.
- Ensure knowledge of staff movements in and out of organization.
- Receive and sort mail and deliveries.
- Schedule appointments
- Maintain appointment diary either manually or electronically.
- Monitor and maintain office equipment.
- Control inventory relevant to reception area.
- Tidy and maintain the reception area.
- Joins all team meetings takes minutes and sends a summary to the team afterwards.
- Continue professional development by attending relevant workshops, trainings and course as assigned.
- Respond to clients' problems and issues or complaints through active listening, integrity, and emotional maturity.
- Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when

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- equipment malfunctions.
- Complete other clerical duties as assigned.

## To Apply:

1. In your cover letter, specifically state the position you are applying for and location. Please include specific information detailing how you meet the qualifications we require for this position.
2. Submit your cover letter, resume, and applicable attachments to: [magdalene.shin@swo.ymca.ca](mailto:magdalene.shin@swo.ymca.ca)

We thank all applicants for their interest; however only those selected for an interview will be contacted.

**The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.**

Want to know more about us, visit us at: <https://www.ymcaswo.ca/>

<https://www.facebook.com/YMCAofSWO/>