

When submitting an application by email, include **JOB CODE** in the subject line.

<b>JOB CODE</b>	<b>R8-MAD-2017</b>
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<b>JOB POSTING</b>
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<b>JOB TITLE</b>	<b>Relief Front Desk Reception</b>		
<b>REPORTS TO</b>	<b>Front Desk Supervisor</b>	<b>LOCATION</b>	<b>Hamilton</b>
<b>DIVISION</b>	<b>Central Admin</b>	<b>HOURS OF WORK</b>	<b>Relief/On Call (0-15 HRS)</b> Various day/afternoon/evening/ weekend/stat holidays (No guaranteed hours)
<b>POSTING DATE</b>	<b>JANUARY 2017</b>	<b>START DATE</b>	<b>ON-GOING</b>

<b>POSITION DESCRIPTION</b>
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YWCA Hamilton is dedicated to strengthening women’s and girl’s voices, broadening their choices, building dynamic leadership and providing essential services that promote safe, inclusive and equitable communities.

We offer a stimulating and challenging environment that values the diversity of individuals and ideas.

- Opportunity for professional development and growth
- Staff Fitness and Aquatic membership
- Staff discounts for childcare and recreation

**KEY FUNCTIONS:**

Maintain the daily operations of the Front Desk including reception, customer service, and membership and program sales; in addition to member, client, and community support.

<b>QUALIFICATIONS</b>
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- Relevant post-secondary education / working toward the completion of post-secondary education in a related field, or combination of related work and academic experience
- Must have related customer service experience
- Must be able to work in a fast-paced, team environment
- Experience processing payment transactions and balancing cash
- Ability to promote and sell programs
- Must have excellent written and verbal communication skills
- Must be flexible to work various shifts of days, afternoons, evenings, weekends and statutory holidays
- Experience working in a diverse community setting
- Bilingual English / French or other languages an asset
- Working from a feminist, anti-oppressive / anti-racist perspective
- Proficiency with MS Office Applications including but not limited to Word, Excel and Outlook
- Must provide a valid current Vulnerable Sector Police Check or willingness to obtain at own cost
- Must provide Standard First Aid/CPR Certificate or willingness to obtain at own cost
- Attend and participate in mandatory training such as but not limited to Health and Safety Training, Non Violent Crisis Intervention Training (NVCI)

**Please submit resume and covering letter by e-mail, mail or fax, to YWCA Hamilton.**

<b>CLOSING DATE:</b>	<b>ON-GOING</b>	
		
jobs@ywcahamilton.org		75 MacNab Street South, Hamilton, ON L8P 3C1 Fax: 905-522-1870 <b>Attention: Human Resources</b>

As part of YWCA Hamilton’s commitment to Access and Equity, we strive to represent the diverse communities that we serve. Individuals who are First Nations, Métis, immigrant, refugee, lesbian, gay, bisexual, or transgender; and individuals with disAbilities and from racialized communities are encouraged to apply.

**Attention Applicants:**

Thank you for your interest in YWCA Hamilton, however, only candidates selected for an interview will be contacted. Please inform us of accommodation requests during interview booking.

