



YMCA of Greater Vancouver Employment Opportunity

Date Posted: February 7, 2019

Position Title: Customer Service Representative, Program Sales and Facility Bookings
Location: YMCA Camp Elphinstone, Gibsons, BC
Terms: Full Time or Part Time
Shift: Full Time (35 hours/week) or Part Time (20 hours/week)
Salary: \$16.00 - \$19.00/hour
Placement: Immediately

Reports To: Camp Manager

Situation:

YMCA Camp Elphinstone is located on the Sunshine Coast near Gibsons, a 40 minute ferry ride from Vancouver. It offers one-week, two-week and three-week camping adventures for campers 5-17 years old. Camp Elphinstone is committed to the personal development of individual campers through the cabin group process and individual choice activities, waterfront and land based activities and out trips. Camp Elphinstone is home to campers from around the world as well as the Lower Mainland. Camp Elphinstone employs approximately 125 staff/volunteers during July and August with a smaller core team of 20-50 staff/volunteers in spring/fall. Successful Camp Elphinstone staff are self-motivated individuals whose ambition is to serve and develop children and youth in a camp setting. They demonstrate positive values, are highly skilled, flexible and can commit to the full camp season. Ability to functionally communicate in a second language such as Spanish, Korean, Japanese or Chinese is desirable for some positions

Nature and Scope:

The YMCA Camp Office is located at Camp Elphinstone on the Sunshine Coast. The Camp office is responsible for registrations for our summer overnight and day camp programs, as well as outdoor education and facility bookings. The Customer Service Representative must be confident dealing with a wide range of individuals in a busy environment while demonstrating excellent customer service and organizational skills. The customer service representative positions are designed to provide our clients with the best possible service in a timely and efficient manner

Specific Responsibilities and Duties:

- Provide strong customer service to all clientele in a professional and courteous manner (over the phone, through email and in person)
- Process, enter, file, and follow up on facility bookings and camp registrations
- Process payments, refunds, and adjustments
- Manage facility bookings Excel database
- Administrative tasks requiring daily and/or weekly follow up and reporting
- The Customer Service Representative may be asked to assist in duties not listed above. The YMCA expects the support of all staff members in fulfilling objectives that may not be specific to this position.

Qualifications/Experience:

- Experience working in customer service and/or administration
- Demonstrated experience with MS Office Excel at an advanced level
- Outstanding organizational and time management skills
- Ability to be flexible and work independently in a busy office environment

- Ability to relate to a wide range of clients including parents, families, teachers, and private rental groups
- Familiarity with YMCA programs or recreational camping/outdoor education programs is an asset
- Current Standard First Aid/CPR certificate required
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding your start date

Competencies:

Commitment to Organization and Values: Demonstrates and promotes a personal understanding of and appreciation for mission, vision, strategic outcomes and values of the YMCA of Greater Vancouver.

Service Orientation: Deliberately identifies needs and wants of members/participants as priority, and creates opportunities to enhance each and every person's YMCA experience.

Teamwork: Ability to work effectively with others to achieve optimal collective results.

Communication: Ability to speak, write, listen, and secure information in a variety of settings

Outcomes Oriented: Ability to lead, manage, and achieve identified goals.

Application Process: To apply please follow the link below.

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=2b4cd153-66c2-4524-9a1c-714e9e1780df&jobId=279085&lang=en_CA&source=CC3&cclid=19000101_000001

Application Deadline: Until position is filled

*Thank you for your interest and application.
Due to the high volume of applications received, only short-listed candidates will be contacted.*



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