



YMCA of Greater Vancouver Employment Opportunity

Date Posted:	January 15, 2019
Position Title:	Customer Service Representative (2 Positions Available)
Location:	YMCA Camp Elphinstone; Gibsons, BC
Terms:	Seasonal Contract, 1 full time (approximately 35 hours/week) and 1 part time (approximately 20 hours/week)
Salary:	\$16.00 per hour
Term:	May 15, 2019 - August 30, 2019 (full time) & June 01, 2019 - August 30, 2019 (part time)
Reports To:	Coordinator, Program Sales & Registration

Situation:

YMCA Camp Elphinstone is located on the Sunshine Coast near Gibsons, a 40 minute ferry ride from Vancouver. It offers wonderful 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 & Scope:

The YMCA Camp Office is located at Camp Elphinstone on the Sunshine Coast. The Camp office is responsible for registrations for our summer camp as well as the day camp program, responding to all program and registration inquiries and offering administrative support. 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, thru email and in person)
- Process, enter, file and follow up on camp registrations
- Process payments, refunds and adjustments
- Administrative tasks requiring daily and/or weekly follow up and reporting
- Have a thorough understanding of the YMCA camps and the various programs offered at camp
- The Customer Service Representatives 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
- Experience and comfort working with a computer (Class experience an asset)
- Ability to be flexible and work independently
- Second language is an asset
- Applicants must be willing to work in a busy office environment.
- 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:

Child-Centered: Demonstrates an ability to provide child-centered, developmental and age appropriate environments and programs

Lives the Values of the YMCA: Exhibits authenticity by building trust and being approachable, exhibits conviction for the values of the Association and is personally credible, promotes the YMCA's fundraising

Leadership: Motivates and inspires self and others to take action to achieve desired outcomes

Service Orientation: Deliberately identifies and creates opportunities to enhance each and every person's YMCA experience, ensures service standards are followed and implemented

Communication: Communicates in a thorough, clear and timely manner

Concern for Health: Acknowledges and understands how to manage and educate others of risk and harm reduction

Application Process:

Internal Applicants: Please apply online through the ADP Workforce Now Career Center.

External Applicants: Please apply using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=2b4cd153-66c2-4524-9a1c-714e9e1780df&jobId=269398&lang=en_CA&source=CC3&cclid=19000101_000001

Application deadline: 6:00pm on January 24, 2019

*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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