



YMCA Volunteer Opportunity

Member Experience Tour Guide

Location: Cor Van Raay YMCA

Status: Accepting

Type of position: Volunteer

Placement Date: February 1, 2019

Come be the face of the YMCA!

Nature & Scope:

The YMCA of Lethbridge needs Member Experience Facility Tour Guides who are friendly, resourceful, well-organized, and enjoy welcoming youth and adults in to our facility. Member Experience Tour Guides are integral to creating a safe, supportive, and positive experience at the YMCA for both members and staff.

If that sounds like you, then this is your ideal place to help build healthy communities!

At the YMCA, volunteers offer their time and skills to our programs because they understand the Y is so much more than a gym. It is a place for better health and development for ALL - kids, teens, seniors, and entire families - no matter what they can or cannot financially afford. Everyone belongs at the Y.

Without our Member Experience volunteers, we could not subsidize memberships or expand on the health and wellness programs that prove to change lives. Your time and talent is needed to help our members grow in spirit, mind, and body.

Schedule: Evenings and weekends are peak times potential members and guests request tours; however, we are flexible & will work with you to find the best time!

Major Responsibilities & Abilities:

- Friendly with a positive attitude - greet members and guests and welcome them in to our community
- Feel confident taking groups through the facility to highlight areas, programs and services
- Great communication skills and able to direct people clearly within the building
- Ability to work efficiently and independently in a customer service environment
- Provide exceptional experiences to our members and guests - welcoming and encouraging

Optional Responsibilities:

- Help support special events
- Learn systems and provide administrative support during high traffic times
- Filing, data implementation, and organization of paperwork



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Qualifications:

- A satisfactory Criminal Record Check. Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search and Child Intervention Check before start date. The YMCA will provide applicable instructions and paperwork
- Provide 3 successful professional references.
- First Aid/CPR-C and AED certification
- In an attempt to maintain our quality service to our members and community, we request a minimum commitment of one shift per week whenever possible. This allows us to build schedules and offer additional programming in our community.
- Minimum 16 years or older

Competencies:

- *Commitment to Mission, Vision, and Values:* Demonstrates and promotes a personal understanding of an appreciation for the mission, vision, and values of the YMCA of Lethbridge.
- *Service Orientation:* Identifies needs and wants of staff and members and responds in an effective and timely manner to enhance every person's Y experience.
- *Relationship Building:* Builds positive interactions both internally and externally to achieve work related goals.
- *Welcoming:* Treats everybody in a friendly and respectful manner and creates a pleasant, user-friendly atmosphere.

Application Process:

Please submit your application by filling out our Volunteer Application Form.

Email your application to:

pam.haapa-aho@lethbridgeymca.org

or drop off at:

515 Stafford Drive South

Lethbridge, Alberta, T1K 2L3

Application Deadline:

Ongoing