



VOLUNTEER JOB DESCRIPTION

Volunteer Position	Administrative Support Volunteer (Welcome Calls)		
Department	Member Service & Administration		
Supervisor	Director, Member Service & Administration		
Status	2 hours per week +	Centre	Y Downtown

Function

The Welcome Caller contacts new members to welcome them to the Downtown Y Centre. The volunteer asks the member a preset list of questions to survey their level of satisfaction with their new membership. The volunteer also addresses any of the members' questions and/or concerns. The volunteer plays a fundamental role in ensuring that each individual has a positive member experience at the Downtown Y Centre.

Benefits

- Share your passion and knowledge for your local YMCA with new members
- Develop communication and interpersonal skills

Responsibilities

- Contacts new members by telephone and welcomes him/her to the Downtown Y Centre
- Surveys the members' level of satisfaction with the YMCA's services by asking them a predetermined set of questions
- Addresses members' questions and concerns
- Records the results of the survey and report the results to the supervisor
- Treats complaints and problems with courtesy and diplomacy
- Upholds an open communication with the supervisor
- Communicates uncertainties and other pertinent issues to the supervisor

Expectations of the Volunteer

- Maintains confidentiality pertaining to contact information of members
- Upholds the core values of the YMCA

Job/Association-Related Requirements

- Bilingual (spoken)

Competencies

- *COMMUNICATION*: Communicates in a thorough, clear and timely manner and supports information sharing and goal achievement across the YMCA.
- *INITIATIVE*: Does the right thing at the right time without being asked.
- *INTEGRITY*: Demonstrates responsible behaviour at all times and maintains high ethical standards.
- *PROBLEM SOLVING*: Identifies an issue and works towards a solution.
- *SERVICE ORIENTATION*: Deliberately identifies and creates opportunities to enhance each and every individual's YMCA experience.
- *INITIATIVE*: Does the right thing at the right time without being asked.



- **SELF-MANAGEMENT:** Works independently with minimal supervision.

If you are interested, please contact:

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