

### **Residence Associate**

**Location:** Hamilton Downtown Family YMCA, 79 James St. South, Hamilton, ON L8P2Z1

**Position Type:** Part-time (29 hours per week), with a complimentary YMCA membership

**Hourly Rate:** \$17.20 per hour

### **Position Overview:**

Reporting to Residence General Manager, the Residence Associate is primarily responsible for performing administrative functions at the Residence Service Desk and serving as a key point of communication to residents, members and other visitors in areas such as registration and information.

In this position, you will involve in providing customer support to residents and members, maintaining paper and electronic files, as needed, supporting AVOCADO related tasks, and performing front-line duties as assigned. This role is a direct support to residents and often liaisons with community partners.

The successful candidate must be an effective communicator with an appreciation for the need to exhibit appropriate empathy & patience based on individual situations as may be presented. This part-time position will require availability to work a flexible schedule; including **early mornings/open shifts, evenings, weekends and holidays.**

This is a great opportunity for an individual with a high level of interest in working with the YMCA HBB as a charitable organization.

### **What You'll Do:**

- Play a key role at the information hub of the branch for residence
- Data entry and account interpretation utilizing Avocado Software
- Front line role in collection of accounts, screening/intake of residence applications and dealing with issues as they arise
- Administrative responsibilities and support to the Residence Manager in ensuring the residence processes are followed to standard
- Provide excellence in customer service at resident point of access
- Administrative responsibilities and support to the Membership Manager may be required; ensuring the membership processes are followed to standard; front line role in processing memberships, cancellations, Membership Agreement forms, and branch communication

### **What You'll Bring:**

- Post-Secondary education at the college level in Office Administration, Social Services or related field is preferable
- Excellent written and oral communication skills
- 1-3 years' experience in a customer service role within a shelter, or housing setting; flexible and well organized
- Good grasp of math and excellent problem-solving skills
- Proven successful housing experience within a transitional housing framework
- Must provide a current Criminal Record & Judicial Matters Check as per the Association's policy

**A Major Assets if:**

- Computer skills – Word, Excel, Windows, basic internet skills (Avocado experience)

**Ready to Make a Difference?**

The YMCA is a charity that ignites the potential in people. #YSavesLives starts with building a strong community. If you're passionate about creating a vibrant and healthy community where everyone thrives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

**Interested in applying?** Please submit your resume by **January 23, 2025** to the attention of: Lindsay McCormick, Residence General Manager, [lindsay.mccormick@ymcahbb.ca](mailto:lindsay.mccormick@ymcahbb.ca)

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