

Reception & Administrative Support

Location: Burlington YMCA Employment Services, 500 Drury Lane, Burlington, ON

Position Type: Full Time Salaried Contract - 1 Year contract with anticipated start date of March 2025 to March 2026, with benefits and a complimentary YMCA membership

Starting Annual Salary: \$40,000.00 annually.

Position Overview:

Reporting to the Program Manager at the Burlington Employment Services office. The Reception and Administrative Support position is responsible for day-to-day reception, administrative tasks, and data entry.

This position serves as the first point of contact for clients and community members, ensuring a welcoming and professional environment while providing essential support to the team.

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:

- Serves as the first point of contact for clients via phone, email, and text, providing program information, scheduling, and appointment confirmations.
- Greet & Screen clients upon arrival, directing them to the appropriate staff or services.
- Data entry of client information into database
- Update, acquire and enhance resources that are used by participants
- Photocopy and provide admin support to clients that are using the resource area
- Ensure that day-to-day administrative tasks are completed in a timely and effective manner
- Maintain spreadsheets for program tracking

What You'll Bring:

- Two years of post-secondary education in business or office administration and/or equivalent work experience.
- Strong computer skills, proficient in Microsoft Office, Teams and Web-based database systems
- Strong knowledge of local community programs and ability to connect individuals to the appropriate services
- Excellent communication skills, both written and verbal
- Flexibility to work some evenings as required

A Major Asset If:

- Previous work experience in a fast-paced and high-volume environment will be an asset

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 to: Karen Smith, Program Manager at karen.smith@ymcahbb.ca by February 26th, 2025