



## Casual Customer Service Associate– Fitness on 25th JOB POSTING

### **ABOUT YWCA SASKATOON:**

The YWCA Saskatoon is a dynamic team dedicated to positively impacting the lives of women, their families, and the community. YWCA Saskatoon is a vibrant organization providing inclusive community services on Treaty Six territory and the homeland of the Métis peoples since 1910. We look forward to the possibility of you joining our team.

### **DIVERSITY, EQUITY, & INCLUSION STATEMENT:**

At the YWCA Saskatoon, we believe in the importance of diversity, equity, and inclusion. We are dedicated to creating and cultivating an inclusive workspace and workforce that represents the communities we serve. We acknowledge that certain groups have been historically disadvantaged and continue to face barriers in the workforce. In collaboration with the Canadian Employment Equity Act, we have identified the following groups, which have experienced historical and/or current obstacles, as part of our equity priority group:

These include:

- Indigenous peoples
- Persons of colour
- Persons with disabilities
- Women
- 2SLGBTQ+ community
- Newcomers to Canada

We base our selection process on merit and encourage all diverse groups to participate fully. We acknowledge the barriers that affect equity groups, and we're committed to addressing, mitigating and accommodating these barriers to strive for equity in the workplace.

If during the application and selection process you require accommodation, please email Areesha Kansi at [akansi@ywcaskatoon.com](mailto:akansi@ywcaskatoon.com).

## POSITION SUMMARY:

Serving as the initial point of contact for all patrons and clients of YWCA Saskatoon and the Saskatoon Community Service Village, the Customer Service Advisor (CSA) plays the critical role as the “face” of the agency. The CSA is responsible for having overall knowledge of the programming and activities offered by the various departments of YWCA Saskatoon and Village agencies and translating this knowledge into helping the public to find the appropriate location or service they are requesting.

**POSITION REPORTING:** Manager of Fitness & Operations

## WHAT WE OFFER:

- Rewarding work; contribute to meaningful change for clients and our community
- An inclusive and supportive team
- Fitness membership at Fitness on 25th and a discounted rate on eligible programs.

**HOURS OF WORK:** This position requires weekday and weekend work shifts.

**WAGE:** \$15.63 hourly wage

Please note that the SEIU-West is the union and bargaining agent for all in-scope employees.

## MAJOR RESPONSIBILITIES:

**1. As part of the YWCA Saskatoon team, you are responsible for providing superior customer service to YWCA Saskatoon clientele, and support the work of the department and the broader YWCA as required:**

- Providing quality customer service to members, residents, clients and the general public both in person and as a monitor of the YWCA multi-line switchboard.
- Providing accurate and timely data entry services to YWCA Saskatoon program areas
- Providing confidential support services to the YWCA Saskatoon program areas
- Ensuring knowledge of all YWCA Saskatoon memberships, programs, policies and procedures, including emergency procedures
- Effectively and efficiently dealing with crisis situations

**2. As part of the Fitness on 25<sup>th</sup> team, have working knowledge of all programs and services offered by Fitness on 25<sup>th</sup>:**

- Resolve client query on Fitness on 25<sup>th</sup> programs and services.
- Accurately collecting and inputting payments for programs, memberships, and other services.
- Processing registrations and memberships using computer registration system.
- Effectively and efficiently dealing with client requests or concerns.
- Manage a point of sale system and submit daily cash accounting of all transactions completed.
- Completing basic bookkeeping and clerical tasks

**KEY CORE COMPETENCIES AND REQUIREMENTS:**

3. Exemplary Communication and Interpersonal Skills (both written and oral)
4. Computer skills and database usage experience
5. Relationship Builder as part of a Team
6. Ability to multi-task in a demanding environment
7. Current CPR/First Aid and Criminal Record Check

**CONTACT INFORMATION:**

Applications in the form of a resume and cover letter will be accepted until 4 PM on May 21<sup>st</sup> through the [Career Centre website](#). For any questions regarding this posting, you can reach us via email through [careers@ywcaskatoon.com](mailto:careers@ywcaskatoon.com).

*We appreciate the interest of all applicants, but only those being interviewed will be contacted.*