



YMCA BC– Kamloops Region Employment Opportunities

Opportunities to learn, lead, and grow.

2023 Kamloops Y Dream Home - Guest Experience Associate

Job Description:

Location: Y Dream Home (Juniper West)

Compensation: As per YMCA wage grid, Y Membership

Schedule: Three month contract, weekend shifts, including long weekends

Placement date: March 27, 2023 **Pending BC Gaming License*

The successful candidate will report directly to the Community Engagement Coordinator, and work collaboratively with the Lottery Series team, YMCA Staff and Volunteers. The primary focus of this role is showcasing our 2023 Kamloops Y Dream Home through tours, greeting the public and selling tickets onsite at our sales kiosk. The successful candidate will demonstrate enthusiasm, strong interpersonal skills and effective communication. The candidate will exemplify the YMCA values of Caring, Honesty, Respect, Responsibility and Inclusiveness in all aspects of the position.

Major Responsibilities and Abilities:

The Guest Experience Associate will work Saturdays and Sundays for the duration of the lottery, including long weekends on location at the Kamloops Y Dream Home. Staff will welcome the public and provide tours showcasing the home features, and amenities of the community. They will assist with sales support of the Kamloops Y Dream Home and 50/50 tickets. Customer service is a key component of this position.

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Major Responsibilities:

- Create memorable guest interactions, going above and beyond to assist guests, and provide exceptional service
- Candidates will be trained on the features and amenities of the 2023 Kamloops Y Dream Home, and expected to assist and answer questions from guests about the home
- Candidate should be outgoing and willing to greet all visitors and give an informative enjoyable tour
- Promote and sell Kamloops Y Dream Home lottery tickets
- Support daily operations and activities, including regular walk throughs of the home to ensure guest experience, safety and cleanliness
- Excellent interpersonal and communication skills, ensure effective working relationships and clear communication with all colleagues
- Ensure the safety of all guests, staff, and property by following YMCA standards/policies/procedures and ensuring they are maintained amongst all guests and staff

Requirements:

- 19 years of age or older
- Current Standard First Aid and CPR-C & AED certificate or willing to obtain
- Access to reliable transit or a vehicle
- Candidates must be available to work every weekend through April to June
- Hours of operation Saturdays and Sundays 10:00 am - 3:00 pm

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Competencies:

Commitment to Mission, Vision and Values: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision and values of YMCA of Kamloops.

Service Attitude: Identifies needs and wants of members/participants as priority 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. Creates a pleasant, user-friendly atmosphere. Goes out of your way to make people feel at ease and makes an effort to learn the names of staff, volunteers, and patrons.

Quality Focus: Ensures that services criteria for self, staff, and programs are set, reviewed and surpassed regularly to provide excellent service delivery.

Adherence to the YMCA Child Protection Policies and Procedures

**Please note*

A satisfactory criminal reference check must be received prior to starting employment.

This position requires adherence to the Kamloops YMCA-YWCA Mandatory Vaccine Policy

Applicant must be 19 years of age or older

Application Process:

Resumes can be submitted by email

Melanie Glover, Coordinator of Community Engagement , Charitable Gaming
melanie.glover@bc.ymca.ca

Please include a cover letter, resume, 3 professional references and a photocopy of current first aid. Please be advised that only those applicants selected for an interview will be contacted.

Application Deadline:

March 06, 2023

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