



YMCA

We build strong kids,
strong families, strong communities.

Niagara West – Volunteer Membership Tour Guide

Purpose:

To assist in providing excellent service to YMCA members. Volunteers can help people grow in many ways that are consistent with the YMCA's mission of building body, mind and spirit.

Competencies:

- To appreciate and support the YMCA values, mission and vision.
- To demonstrate energy, dedication and enthusiasm.
- To appreciate and desire to generously serve all.
- To thrive in an atmosphere of change and ambiguity.
- To work as a member of a team.
- To achieve planned results through personal initiative.
- To model commitment to service excellence and quality.
- To communicate properly and positively with all staff, members and public.

Responsibilities:

- To greet and welcome members.
- To provide Program and Membership Information.
- To respond to members' concerns in a positive and supportive manner.
- To assist in maintaining a clean facility.
- To be in YMCA Membership service dress code.

Qualifications:

- Excellent people skills and service orientation
- Criminal Reference Check 18 years of age or older

Training and Support:

- Volunteer orientation
- Recognition events
- Opportunity to attend team meetings

Time Commitment:

2-3 hours per week

Volunteer

Centre Supervisor

Date _____