



**YMCA of  
Timmins**

*Building healthy communities*

## **JOB POSTING: SUPPORT SERVICES CLERK**

### **Job Title: Support Services Clerk**

**Reports to:** CEO, General Manager

**Present Hours of Work:** 7:30 a.m. to 5:30 p.m. (Total 8 Hours) – 40 hours per week

### **Nature and Scope**

Reporting to the CEO, the Support Services Clerk is responsible for ensuring excellent customer service while supporting the various departments within the YMCA of Timmins, with their requests for assistance and service. The Support Services Clerk is a member of the Administration Team helping to provide administrative and clerical support throughout the association.

This position involves: welcoming and directing customers, in person or by phone, registering clients by person or by phone, collecting monies for payments, maintaining an accurate cash float, operating the switchboard, and carrying out a variety of procedures related to reception and front desk and controlling the building access. Prepare documents for our YMCA National Database system that will be put into place in 2018. Once YMCA National Database system is put into place, this will be a large portion of the Support Services Clerk's responsibility.

### **Job Responsibilities:**

- Answering all calls to the YMCA promptly and to direct to appropriate person/s and uses judgement to determine most appropriate follow-up and action.
- Receive guests at reception with excellent customer service.
- Enter registration information into YMCA National Database or Preparation for the YMCA National Database.
- Collect and file Daily Attendance Sheets.
- Receive, sort and distribute mail/faxes etc.
- Assist staff with mailing, emailing and faxing distributions.
- Maintain an accurate log of visitors with Child Protection Policies in mind
- Support staff with basic word processing functions, i.e. Childcare Menu / labels
- Support staff with maintenance of Child / Client Files.
- All other assigned Duties

### **Job Knowledge / Specifications:**

- Office Administration Diploma is an asset
- Clear criminal reference check ( Vulnerable Sector Check)
- Knowledge of working with Microsoft Office, Microsoft Word, Microsoft Excel
- Good interpersonal and communication skills both written and verbal
- Flexibility in work shifts required
- Operation of equipment and asset (i.e. Computer, phone, photocopier)
- Must be willing to upgrade qualifications if necessary
- Must be able to work with limited supervision and support



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- Must actively work towards maintaining a neat, clean safe and well organized work area at all times
- Must implement all policies and procedures outlined by the YMCA of Timmins.

**CLOSING DATE FOR THIS POSITION: Friday, June 15<sup>th</sup>, 2018 at 4pm**

All interested applicants please send your resume to:

**Courtney Berlinghoff**

**Manager of Child Care and Community Initiatives**

376 Poplar Ave.

Timmins, ON

P4N 4S4

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Fax: 705-360-4382

Website: [www.timminsymca.org](http://www.timminsymca.org)

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