



Member Educator Staff Westhills YMCA-YWCA (Langford, BC)

Vacancies: 1

Position: Permanent Part-Time – 27 hours per week

Placement: July 2026

Wage: \$21.00/hour

Shifts: Monday – Thursday 3:15pm – 8:15pm and Friday 12:00pm – 7:30pm

Nature and Scope:

The Member Educator Staff provides excellence in customer service while working as part of the Health, Fitness and Aquatics team of staff and volunteers to provide a welcoming and safe experience to all members, participants, and guests.

This permanent part-time position is entitled to a YMCA-YWCA individual membership; 15 days vacation (prorated); and a cost-shared benefits package (after completion of the probationary period) which includes:

- Extended Health Care, Drug Plan, Dental, Vision, EAP
- Life Insurance, LTD and AD&D
- YMCA Canada Pension Plan (eligible after two years of continuous service, if required hours are met)

Responsibilities:

- Ensure Y Canada Initiatives are implemented and standards met including Child Safeguarding and The Y Way
- Develop and maintain professional and courteous relationships with members and participants, learning and using their names
- Promote and educate members, guests and potential members on all membership and program offerings
- Assist potential members with registration when needed
- Support member, guest and participant check-in process
- Provide facility tours through YMCA 7 Steps of Selling
- Develop and retain a high level of product knowledge on other Vancouver Island Y programs and services outside of the Health, Fitness and Aquatic center
- Ensure the safety of all members, participants, staff, volunteers and property by following YMCA-YWCA standards/policies/procedures and ensuring they are maintained amongst all
- Contribute as a member of the staff team in the overall operation of the Health, Fitness and Aquatic Centre, including performing other duties as assigned
- Meet and exceed projected sales targets
- Maintains daily sales and program statistics
- Remain calm and use supportive language when dealing with upset members and stressful situations

Qualifications:

- High School graduation required, post-secondary education in progress or completed preferred
- Commitment to build meaningful relationships through positive daily interactions with Y members and guests
- Proven customer service excellence
- Excellent communication and interpersonal skills
- Proficiency with Microsoft Office (mainly Word, Excel)
- Registration software experience is an asset (training provided)
- Current Standard First Aid and CPR (c) required
- A clear Police/RCMP Criminal Record Check with Vulnerable Sector Screening required (prior to start date – not required at the application stage).

Competencies:

- Commitment to Organization Vision and Values
- Service Orientation
- Communication
- Teamwork
- Problem Solving
- Commitment to Health and Safety

To apply, please visit our Jobs Page using the link below to submit your application online.

[Jobs at the Vancouver Island Y](#)

- 1. *Application Deadline: This posting will remain open until a suitable candidate has been found.***
- 2. *We thank all applicants, but only short-listed candidates will be contacted.***

The YMCA-YWCA of Vancouver Island is an equal opportunity employer.