YMCA-YWCA
Vancouver Island

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

Vacancies: 2
Status: Casual (up to 19 hours per week)
Placement: December 2026
Wage: $21.00/hour
Shifts: various shifts available

Nature and Scope:
The Member Educator Staff provide 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. Casual positions are entitled to a free individual YMCA-YWCA membership.

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 members, guests, and participants 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 centre
- 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 building 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 an asset (training provided)
- Current Standard/Intermediate 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

Please note that applications submitted by email are no longer accepted

1. ***Application Deadline: This posting will remain open until suitable candidates have 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.