



## JOB POSTING

### **CUSTOMER SERVICE ADVISOR YWCA Saskatoon - Fitness on 25th**

**Position Summary:** Serving as the initial point of contact for all patrons and clients of YWCA Saskatoon and the Saskatoon Community Service Village, the Customer Service Advisor (CSA) plays the critical role as the “face” of the agency. The CSA is responsible for having overall knowledge of the programming and activities offered by the various departments of YWCA Saskatoon and Village agencies and translating this knowledge into helping the public to find the appropriate location or service they are requesting.

**Position Reporting:** Director of Fitness & Facilities, YWCA-Fitness on 25<sup>th</sup>

**Hours of Work:** This is a casual position with undefined hours. Shifts will occur during the time frame YWCA Fitness on 25<sup>th</sup> is open including weekday and weekend shifts.

**Major Responsibilities:**

- As part of the YWCA Saskatoon team, you are responsible for providing superior customer service to YWCA Saskatoon clientele, and support the work of the department and the broader YWCA as required.
- As part of the Fitness on 25<sup>th</sup> team, have working knowledge of all programs and services offered by Fitness on 25<sup>th</sup>.

**KEY CORE COMPETENCIES:**

- Exemplary Communication and Interpersonal Skills (both written and oral)
- Computer skills and database usage experience
- Relationship Builder as part of a Team
- Ability to multi-task in a demanding environment

**Job Specific Competencies**

**Current CPR/First Aid:** Customer Service Advisors must have current and valid status for basic CPR and First Aid.

**Criminal Record Check:** All YWCA employees are required to submit a Criminal Record Check as part of the process of employment.

**Wage:** \$13.15 per hour (Step 1 – Customer Service)

*This is a casual position beginning September 15<sup>th</sup>, 2017. Please note that SEIU-West is the Union and bargaining agent for all in-scope employees at YWCA Saskatoon.*

Please submit resume and letter of interest by **5:00 pm, Sunday, August 20<sup>th</sup>, 2017** to:

Fred Dyck  
Director of Fitness & Facilities  
YWCA Saskatoon – Fitness on 25<sup>th</sup>  
510 – 25<sup>th</sup> Street East  
Saskatoon SK S7K 4A7  
Fax: (306)653-2468  
[FDyck@ywcaskatoon.com](mailto:FDyck@ywcaskatoon.com)

*We appreciate the interest of all applicants but only those being interviewed will be contacted.*