

Title: Membership Associate and Facility Cleaner

Location: YMCA of Pictou County (Pictou Fisheries Training Pool Location)

Position Status: Parttime

Hourly Rate: \$16.50 hourly

Start Date: July 2025

The YMCA of Pictou County Experience

The YMCA of Pictou County is a supportive and caring staff team who are thriving, growing and are passionate about their work. The workplace team culture is inclusive, genuine, kind and nurturing, where team members are encouraged to learn and succeed individually and collectively. The environment is casual and comfortable yet friendly and professional. All team members are encouraged to have fun at work alongside the policies that guide our professionalism. At the YMCA of Pictou County, we know the value of being healthy and active, of bringing people together, and social and physical activity within a community. If this environment interests you and you identify as a dynamic team player who is socially connected and passionate about helping people, consider joining our team as a Marketing and Communications Lead.

Position Summary and Responsibilities

Reporting to the Membership Director, in collaboration with Facility Leadership staff, this position plays an integral role in ensuring programming excellence through provision of a welcoming, positive, inclusive, and meaningful Y experience that enhances participant achievement of a healthy life style and healthy communities. This position serves as the first point of contact for visitors, clients, and program participants. **This position offers a variety of shifts, including evenings and weekends.**

Responsibilities:

- Provide introductions and information to members on comprehensive programming options in support of achievement of individual wellness goals and community engagement. Provide front-line support to new and existing members, including membership applications, program registration, member orientations, as well as facility tours and rentals.
- Ensure delivery of Y Way Program standards in day-to-day interactions with visitors and/or members, and participants. Respond to incoming calls, emails, and requests for information from current and potential members. Resolve member concerns in a timely and meaningful fashion.
- Ensure compliance with all safety requirements, industry standards, staff certification and Child protection processes in support of provisions of safe environment for all participants, visitors, staff, and volunteers. Ensure that all member files are organized, maintained, and protected in keeping with association confidentiality, PCI compliance, and record retention processes.
- Foster a collaborative, inclusive atmosphere in internal/external dealings and communications in support of program delivery. Respond to questions, requests

for information, and support issue resolution in a timely, meaningful fashion. Provide support to Association program areas by actively sourcing opportunities to promote and engage members, as well as to assist with special events or activities to profile our Y mandate, values, and offerings.

Qualifications:

- High School Diploma, Bachelor's Degree preferred
- 1-2 years' experience in customer services, hospitality or member relations
- Strong customer service/sales skills, with demonstrated ability to build relationships and establish rapport with clients
- Experience using Activenet system and multi-line phone system an asset
- Excellent verbal, written communication, and presentation skills
- Knowledge of WHMIS , health and safety, and first aid
- Knowledge of cleaning equipment, sanitization, chemicals and products.
- Strong attention to detail, organizational and time management skills
- Intermediate proficiency in Microsoft Office Suite

Successful candidates will be required to provide a current and satisfactory Criminal Record Check/Vulnerable Sector Check, Child Abuse Registry Check, and proof of valid First Aid and CPR training. **Having these documents ready for the interview is recommended.**

All employees are required to attend YMCA Child Safeguarding Training.

Apply today to join our team and inspire healthy spirits, minds and bodies to thrive!

Please email your cover letter and resume in one document to Alex MacDonald, Membership Director, YMCA of Pictou County at Alex.MacDonald@pcymca.ca . We look forward to hearing from you!

The YMCA of Pictou County is an equal opportunity employer.