



YMCA of Pictou County
2756 Westville Road,
New Glasgow, Nova Scotia B2H 5C6
(902) 752-0202
www.pcyymca.ca

JOB POSTING

Title: Membership Associate
Reports to: Administrator; Finance & Membership
Position Status: Part Time
Salary: \$15.20 Hourly
Office Location: YMCA of Pictou County

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 Membership Associate.

The YMCA Experience

At the YMCA we know that our ability to partner with others in our community is through the passion and dedication of our employees and volunteers. In joining the YMCA, you will become part of a dedicated network of individuals with great passion for providing a holistic support to the communities in which we serve.

Position Summary

Reporting to the Administrator, in collaboration with Membership Support 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.



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- Ensure delivery of Serving All Members (SAM) 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.

We Offer

- Individual Membership
- Discounted Course Rates

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
- Experience in fundraising or non-profit sector is an asset
- Strong attention to detail, organizational and time management skills
- Intermediate proficiency in Microsoft Office Suite
- **Note: 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 prepared for the interview is strongly recommended.**
- **Employees will be required to attend YMCA Child Protection Training.**



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Apply Today

Please email your cover letter and resume in one document to Alex MacDonald, Administrator, YMCA of Pictou County via email: alex.macdonald@pcymca.ca. This position will remain open until filled. We look forward to hearing from you.

We wish to express our appreciation to all applicants for their interest in this position; however, only candidates selected for an interview will be contacted.

The YMCA of Pictou County is an equal opportunity employer.