



Facilities Rental Associate

Department
**Recreation, Culture &
Wellness**

Vacancy
Existing

Employee Group
Non-Union

Position Type
Permanent Full Time

Join Us at the Town of Pelham!

The Town of Pelham is a vibrant and welcoming community dedicated to creating opportunities for current and future generations. We are proud to be part of the Niagara Region, known for its natural beauty, strong sense of community, and commitment to sustainability and growth.

Pelham is part of the Dish with One Spoon wampum, a treaty that guides a commitment to principles reflecting respect for our shared environment and responsibility to one another:

- Taking only what we need
- Leaving some for others
- Keeping our community clean and thriving

Pelham is home to approximately 19,000 residents and continues to grow while maintaining its small-town charm and high quality of life. The Town's 2023-2027 Strategic Plan prioritizes responsible growth and development, environmental stewardship, and building a resilient, future-ready organization. The mission is to create an active and sustainable community while promoting an exceptional quality of life, valuing its people, their experiences and the environment. Join the team and help make a meaningful difference in Pelham!

The Opportunity

Reporting to the Supervisor of Recreation Programs, the Facility Rentals Associate is responsible for coordinating the rental of Town facilities, managing this process from inquiry to completion while adhering to Town guidelines and policies. This position must ensure facilities are readied and aligned with the needs of users to ensure a seamless rental experience. Promote Town facilities and communicate effectively to increase interest, knowledge and profits in Town rentals and services.

About You

What You Will Do

- Act as the Town's liaison with user groups renting or leasing space for all Town facilities. This position is responsible for all large contracts and tournaments.
- Provide facility tours for potential customers.
- Responsible for accurately setting up and scheduling Town facilities, including fees and charges using ActiveNet software to ensure the facility is properly booked and user fees have been paid or invoiced

- Coordinate and review the content of associated contracts for all bookings including ice, sports fields, halls, meeting rooms, gymnasiums, and other Town of Pelham indoor and outdoor facilities to ensure adherence with policies, procedures and other guidelines
- Complete the facility rental process and ensure all steps in process are followed, including issuing and tracking permits, contracts and forms, receiving payments, and communicating rental schedules to ensure appropriate staffing requirements
- Facilitate all Town facility advertising opportunities including advertising package production and circulation as well as processing advertisement agreements and invoicing
- Responsible for collection of a substantial revenue stream
- Update all fees and charges in ActiveNet on a seasonal basis
- Generate, distribute and review account receivable statements; follow up with outstanding accounts
- Ensure content in annual municipal grants aligns with user facility rental requests
- Perform clerical functions such as preparing correspondence, receiving visitors, and answering department phone calls and emails
- Prepare facility usage information for input in monthly department reports for circulation to Council, Town departments and publication on the Town website
- Provide assistance to the Supervisor of Recreation Programs with tournament logistics
- Provide excellent customer service as the main point of contact at the Meridian Community Centre
- Provide back-up support to Customer Service staff
- Provide support to the Department at events as required
- Other duties as assigned

What We Are Looking For

- Before reviewing the qualifications listed below, we want you to know that we understand you may not meet all the qualifications described. We do still encourage you to apply as you may have other relevant expertise and experience to bring to the role
- Post-secondary education in Recreation and Leisure, Recreation Facilities Management, or related discipline.
- 3 years' experience in a similar role.
- ActiveNet experience is strongly preferred.
- Strong organizational skills and superior attention to detail.
- Excellent communication and customer service skills.

What's In It For You

- A competitive salary ranging between **\$56,987 to \$66,666** with a 35-hour work week (primarily 8:30am to 4:30pm Monday to Friday). Occasional work outside of normal working hours may be required.
- Fully paid, comprehensive group benefits including an annual \$500 Healthcare Spending Account and participation in the OMERS pension plan
- Professional development training opportunities
- A supportive and collaborative work environment
- A commitment to creating a diverse, equitable and inclusive culture that promotes a sense of belonging and represents and reflects the needs of the community we serve.

Summary

- Pay Rate: \$56,987 - \$66,666
- Vacancy: Existing
- Department: Recreation, Culture & Wellness
- Position Type: Permanent Full-Time
- Employee Group: Non-Union
- Work Location: On-site

- Hours of Work: 35
- Number of Openings: 1
- Posted Date: November 19, 2025
- Application Deadline: Friday, December 5, 2025, by 4:30pm

Applications are available online at <https://www.pelham.ca/careers> and must be submitted **by 4:30pm on Friday, December 5, 2025.**

The Town of Pelham is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. In accordance with the *Accessibility for Ontarians with Disabilities Act*, if you require this document or any additional documents in an alternative format, please contact the People Services office at 905-892-2607, ext. 315. Should you require any special accommodations to apply for a position or interview for a position with the Town of Pelham, we will endeavor to make such accommodations.

The Town of Pelham does not use artificial intelligence to screen, assess or select applications in the recruitment process.

We thank each applicant for taking the time and effort to submit their resume, however, only candidates to be interviewed will be contacted.

In accordance with the *Municipal Freedom of Information & Protection of Privacy Act*, all information is collected under the authority of the *Municipal Act, 2001*, and will only be used during the selection process for the subject posting.