



Coordinator, Member Services and Operations (part time FTE .6 – 3 days/wk)

Post Date: June 8, 2020

Application Deadline: June 19, 2020 by midnight.

Position Start Date: July 15, 2020 or earlier if possible, however will depend on the availability of the successful candidate.

ABOUT SQUASH BC

Squash BC is a non-profit organization providing leadership and direction for the growth and development of the sport of squash in BC. Committed to collaboration and community, Squash BC channels the intensity and passion for the sport into opportunities for squash players of today and tomorrow. Through driving awareness and advocacy inside and outside the squash court, Squash BC's goals are to provide leadership in promoting the sport, provide access to funding and enabling lasting connections for its members across the province.

Position is based in Vancouver, BC in a small office. Squash BC offers a flexible work environment including some flexibility to work outside the Squash BC office as well as work flexible hours. This position is full time equivalent (FTE) .6 = 3 days a week.

POSITION SUMMARY

Squash BC (SQBC) is seeking a dynamic, outgoing individual to work closely with members, staff and volunteers to provide exceptional service to our members and other key stakeholders in the squash community and assist with the achievement of Squash BC's organizational objectives one of which is growing participation in the game of squash.

This position supports the organizational operations and our membership through the coordination of special projects, programs, events and day to day functions. This position leads a wide variety of administration projects ranging from complex and longer term to routine day to day activities, all of which contribute to the efficient and professional operation of Squash BC. The position also creates and delivers our communications to our members.

This position will interest someone who wants the challenge of balancing a broad range of activity and has the organizational, technical and attention to detail needed. And can think creatively and critically to better operationalize SQBC's current processes and procedures and improve services, programs and events for our members.

This individual seeks the opportunity to learn from internal and external mentors to grow and build their skills in the field of sport management. The position is suited to someone who can work independently and will work well as part of a small focused team who rely on each other to be successful in their roles and are passionate about making a difference.

Accountable to the Squash BC Executive Director

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Primary Responsibilities:

The Coordinator, Member Services and Operations is primarily responsible for three areas: Membership, Communications and Operations.

Membership

Responsible for all aspects of membership, from serving as the first point of contact for membership related questions to organizing events to recruit new members.

- Develops and implements strategies to recruit new members and maintain existing members.
- Organizes events and activities for existing and prospective members.
- Continually grows the value for our members and support the services (e.g. insurance and other services and benefits) offered to our members.
- Handles all questions, information requests, and complaints regarding membership.
- Processes membership applications, renewals, and resignations.
- Maintains and updates membership records.
- Coordinates member communication activities.
- Collects data, tracking membership statistics, and preparing reports.
- Prepares membership marketing materials.
- Works with other Squash BC team members to develop tools and resources for our member facilities and individuals.

Communications

Responsible for executing and monitoring communications strategies.

- Develops and implements programs, events and marketing initiatives to promote the sport of squash in BC with the intent of increasing awareness and participation.
- Develops the communications strategy and is responsible for implementing that strategy designed to further Squash BC's objectives.
- Manages and maintains the SQBC website and social media platforms and responsible for the bi-weekly e-newsletter.
- Writes a variety of different content to support communications and marketing efforts, including newsletters, website copy, social media, donor reports and media releases.
- Monitor analytics and create reports.
- Supports fundraising campaigns and donor stewardship.

Operations

Responsible for handling the clerical and administrative duties, analyze and improve office processes and policies and ensure that the office operates smoothly.

- Manages overall office operations
- Handles day to day office duties such as answering and routing phones, responding to emails, maintaining employee, financial and client records and data entry and reporting.
- Analyzes office procedures and process to create efficiencies and develop creative solutions to problems.
- Coordinates Squash BC Annual and General Meetings and supports Board meetings.
- Implements tournament sanctioning and reconciliations
- Writes and files reports to government and other stakeholders.
- Ensures the office is well-maintained, organized and secure.

- Provides some administrative support to the Executive Director and Board of SQBC.

General

- Implements and enhances existing events and programs like Women's Squash Week, Emerging Female Leaders program, Junior Pathway events, Awards, Safe Sport
- Supports several committees and task forces related to membership, growing participation in squash, recognition and governance

Key factors for success

- Excellent people and relationship building skills.
- Exceptional writing and interpersonal communications skills
- Superior time management and organizational skills and ability to meet deadlines
- An analytical mind and ability to think critically
- Ability to work both independently and as part of a team
- Excellent working knowledge of Microsoft office products and key social media platforms.
- Knowledge of email marketing software such as Constant Contacts or a similar program
- Excellent customer service skills
- Experience working with websites and designing and creating e-newsletters an asset
- Previous experience in member management, sales, or recruitment an asset
- Experience in implementation of sports programs and/or events an asset
- Experience in administration and general office procedures an asset
- Post-Secondary degree/diploma in a related field (business, administration, communications, sports/recreation, etc.) and/or some work experience
- Ability to work flexible hours and days including some evenings and weekends and with the possibility of some travel

Qualified applicants are to send their letter of interest along with a resume outlining why they are suited for this position, possible start date and compensation expectations in confidence to squashbc.careers@gmail.com. Applications will be received up until June 19, 2020.

We thank all applicants in advance for their interest in Squash BC; however only those selected for an interview will be contacted.