



## **MEMBER SERVICES COORDINATOR SCHEDULE A**

### **General**

Established in 1904, BC Soccer is the largest provincial sports organization (PSO) in BC and the third largest soccer specific PSO in Canada with over 150,000 participants, consisting of registered players, coaches, referees, administrators, and soccer leaders. As a professional not-for-profit society and a member of Canada Soccer, BC Soccer is committed to providing the widest opportunities for existing and potential participants, as well as provide support in the most effective and appropriate way for current players, parents, volunteers, member clubs, leagues, and districts.

### **Safe Sport Statement**

BC Soccer believes that everyone involved in soccer has the right to participate in safe and inclusive environments free of abuse, harassment, discrimination, and to enjoy the sport at whatever level or capacity they participate in.

The welfare of everyone involved in soccer is the foremost consideration and in particular, the protection of children in the sport is the responsibility of everyone involved.

### **Position Summary**

An exciting full-time opportunity has arisen within BC Soccer at its Vancouver office. BC Soccer is seeking a highly organized, detail-oriented, energetic, customer service focused, and proactive professional for the position of Member Services Coordinator. The Member Services Coordinator, based at the front desk, is a part of the Member Services team and is responsible for supporting all member services of the organization including, but not limited to reception, office coordination, membership relations and form management, meeting and event coordination.

**Accountable to:** Manager of Member Services

**Internal relationships:** Relates directly with the entire staff team and board members of BC Soccer.

**External relationships:** Member Youth Districts, Member Adult Leagues, Member Clubs; Individual Association Members, BC Soccer services providers and the general public.

### **Specific Responsibilities:**

- Actively contribute and work towards objectives as outline in the strategic direction and operational plan of the Association
- Maintains a strong customer-focused approach when working with the Association's membership and soccer community, ensuring effective communication with Districts, Leagues,

Clubs, and general participants by promptly responding and advising on inquiries, including but not limited to;

- General member inquiries
  - Member form submissions/management
  - Assisting members with Insurance related queries
  - Support communication with Member Organizations
- General office administration, including:
  - Greeting visitors
  - Manage the office phone system
  - Processing and distributing mail and overseeing postage meter machine
  - Oversee incoming and outgoing courier services
- Inventory of office supplies and machines
- Coordinate all travel coordination (staff, board, contractors, etc.)
- Risk Management
  - Support the development and update of the BC Soccer Risk Management Guide
  - Coordinate / track all association specific criminal record check activity
  - Act as Staff support to the Risk Management Committee
- Event support and coordination including but not limited to:
  - Coordination of Meetings of Members (Annual General, Special General including the Annual Awards and Scholarships Banquet
  - Internal staff and board functions
  - Coordinating and preparing materials and food/beverage (as necessary) for board and committee meetings
  - Overseeing meeting room bookings
  - Other BC Soccer events
- Support Finance Department, including but not limited to;
  - Processing cheque and credit card payments
  - Matching incoming payment to invoices
  - Filing
- Responsible for Member Registration (including but not limited to):
  - Registration payment/data collection, follow-up and reconciliation
  - Registration data analysis
  - Monitoring and reporting
- Various special duties as assigned by the Manager of Member Services



## **Required Knowledge, Abilities, Skills, Training, Experience, and Education**

### **General**

- Commitment to delivering high standards of customer service and appropriate experience to demonstrate this.
- Open minded and self-starter
- Exceptional organization and prioritizing skills
- Willingness to take initiative and always looks to improve
- Able to compose routine and non-routine correspondence
- Able to work independently and in a team environment while maintaining confidentiality
- Able to establish and maintain effective working relationships with colleagues and the BC Soccer Membership (Clubs, Districts, Leagues, etc.) while supporting the overall structure and philosophical strategy set out by the British Columbia Soccer Association
- Able to represent BC Soccer as required, including traveling should it be required
- Willing to submit to CPIC (Criminal Records) clearance
- Proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook)
- Fluency in English
- Passionate about sport
- Experience in an office working environment
- Able to work evening and weekends when required

### **Job Specific**

- A minimum of 3 years' experience in a similar role
- Experience in a non-profit working environment would be an asset
- Experience in sport would be an asset
- Experience implementing Policy and Procedures would be consideration an asset
- Post-secondary certificate (or courses) in business/office administration (or a related field) would be an asset

### **Remuneration**

The position will include full benefits and a competitive sports industry salary commensurate with experience.

### **Application**

Interested applicants should submit their resume, cover letter and salary expectation range to BC Soccer to the attention of Gabriel Assis, Director of Operations at [feedback@bcsoccer.net](mailto:feedback@bcsoccer.net) (email subject: Member Service Coordinator). Application will be received until **August 31, 2021**.

BC Soccer thanks all applicants however ONLY those selected for an interview will be contacted.