



MANAGER OF MEMBER SERVICES (Maternity Leave)

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

BC Soccer is seeking a Manager of Member Services for the duration of 12 months (December 2021 – December 2022) with the possibility of extension, to backfill a maternity leave. The Manager of Member Services is an important staff member within the association's operations responsible to lead and support in several key strategic and operational areas within governance, membership services, safe sport, diversity and inclusion, and events.

The Manager of Member Services is responsible for facilitating membership applications/renewals, developing system for/and tracking member compliance, overseeing the efficient facilitation of judicial processes, and supporting the continued development of BC Soccer governance relating to bylaws, rules, regulations and policies, along with supporting important strategic initiatives within the space of safe sport, equity, diversity and inclusion, membership engagement and club licensing.

As a key member of staff, the Manager of Member Services reflects the governing principle of service; contributing to the development of operational and tactical plans designed to serve BC Soccer vision, mission and values.

Vision Statement

Positive soccer experiences

Mission Statement

Promote, develop and govern soccer in British Columbia

Values



Inclusive — all can participate and unite in soccer in British Columbia

Safe — committed to safe and respectful soccer in British Columbia

Excellence — lead and progress soccer in British Columbia

Collaborative — deliver soccer with members and stakeholders in British Columbia

Accountable to: Director of Operations

Internal relationships: Directly supervise assigned staff members, relates directly with the entire staff team and appropriate board members of BC Soccer, while being the primary support to the Director of Operations.

External relationships: Member Youth Districts, Member Adult Leagues, Member Clubs; Individual Association Members, potential members, Canada Soccer, ViaSport, Provincial Government, 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, specifically responsible for key governance, compliance, membership services activity and special projects as assigned.
- Works with all department staff members to support member service initiatives, including risk management, participant registration, membership communication
- 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 inquires
 - Assist with board/member outreach
 - Assisting with member form submissions/management
- Supports (and lead in appropriate instances) the continued development of BC Soccer bylaws, rules, regulations and policies and judicial procedures
- Responsible for Governance related procedures:
 - Dispensation request
 - Defunct team requests
 - Playing up/down requests
 - Bylaw, rule, policy interpretation
- Oversee member service support to Club Licensing Program
- Responsible for all Member Support (including but not limited to):
 - Member compliance
 - Membership communication
 - Member alignment with BC Soccer's bylaws, rules, regulations and policies
 - Reporting on submission
 - Template and good practice guide creation
- Responsible for processing Member and affiliate Applications/Renewals:

- Full Member
- Associate Member
- Youth Inter-District League
- Oversee BC Soccer judicial activities:
 - Ethics, discipline, protests, appeals
 - Member guidance/support
 - Discipline System
 - Workshops and material development
- Support (and lead in appropriate instances) strategic initiatives in the space of safe sport, equity, diversity and inclusion (including membership inclusion).
- Support/lead various Committees including but not limited to BC Soccer, Governance Committee, Membership Committee; as well as, judicial bodies
- Coordinate / monitor member feedback on satisfaction levels for services provided, including coordination and analysis of BC Soccer Member/Public Survey
- Attends Member meetings as needed (Youth/Adult Forms, BC Soccer AGM, etc.).
- Various special duties as assigned by the Director of Operations

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
- Ability to multi-task and remain calm and confident under pressure
- 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
- Must be willing to submit a Criminal Record Check and a vulnerable Sector Check

Job Specific



British Columbia Soccer Association

250-3410 Lougheed Highway, Vancouver, BC, V5M 2A4

Phone: 604-299-6401 Fax: 604-299-9610

Website: www.bcsoccer.net

- 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 diploma or certificate (degree preferred) in sport administration and/or business 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 (email subject: Manager of Member Service).

Application will be received until **November 26, 2021**. BC Soccer thanks all applicants however ONLY those selected for an interview will be contacted.