

SQUASH BC - EMPLOYMENT OPPORTUNITY MEMBER SERVICE COORDINATOR

Squash BC is seeking an enthusiastic, organized, and service-minded individual to join our team as our new Member Service Coordinator. The successful candidate will directly impact our organization's growth and the satisfaction of our membership, through service excellence and administrative support.

This is a full-time position (37.5 hours/week) based primarily in our Vancouver, BC office. Squash BC believes in a flexible work-life balance, offering a hybrid work environment with several work-from-home days per week.

Key Responsibilities

The Member Service Coordinator (MSC) will support Squash BC's membership, volunteers, donors, and community through service excellence. As well, the MSC will support the Squash BC Executive Director and Board of Directors through administrative duties.

The MSC works directly under Squash BC's Executive Director and has close working relationships with the rest of our team and Board of Directors. Specific tasks and responsibilities of this role include:

Member Service & Engagement

- Acts as the first point-of-contact for Squash BC's communication channels, including phone, email, social media messaging, and in-person
- Handles all questions, information requests, and complaints regarding membership
- Trains facility and individual members on our sport-specific software suite
- Continually grows the value of our membership through service excellence and the identification and refinement of member benefits
- Ensures Squash BC member-focused web pages are up-to-date and written with purpose
- Gathers and analyzes feedback from our members through a variety of channels
- Works with other Squash BC team members to develop tools and resources for our facility and individual members

Membership Administration

- Processes membership applications, renewals, and resignations

- Maintains and updates membership records in our CRM and supplementary lists
- Collects data, tracks membership statistics, and prepares reports
- Supports Sport Development Manager to administer competition sanctioning agreements and payouts

Donor, Partner, Board & Volunteer Support

- Maintains our donor database, including liaising with Executive Director to issue donation commitment/renewal reminders and thank you letters
- Supports Executive Director to produce donor and partner communications and reports
- Produces Board of Directors meeting minutes and provides additional administrative support, when required
- Maintains volunteer contact lists and issues calls-for-volunteers
- Provides administrative support to Squash BC volunteer committees, when required
- Supports Executive Director and Board of Directors to put forth Squash BC Annual General Meeting

Administrative Support

- Provides administrative support to Executive Director
- Handles day-to-day office duties: answering and routing phones; responding to emails; maintaining records; managing/supporting meetings; and reporting
- Performs financial transactions, including invoices, bill payments, transfers, and cheques
- Supports Executive Director in completing grant applications and reporting
- Provides additional administrative support, as needed

Communications Support

- Supports Squash BC Team in promoting our offerings through our marketing channels
- Posts website news articles and updates pages
- Assists in the management of our social media channels and email newsletters
- Assists with production of graphics and posters (no previous experience required)

Requirements & Preferred Experience

Squash BC is seeking an enthusiastic, organized, and service-minded individual for this role. An ideal candidate would have the experiences and competencies listed below. However, we encourage all candidates that feel they would be the right fit for the role to apply.

- Post-Secondary Education (or equivalent experience) in Sport Management, Business, Communications, or a related field
- Prior work experience in customer service or communications
- Prior experience working in a not-for-profit environment considered an asset
- Prior sport experience (working or as a participant) considered an asset
- Knowledge of British Columbia's provincial sport landscape
- Knowledge of or experience in squash is not required, but would be considered an asset
- Stellar communication skills (written, email, phone, in-person)
- Strong organization, attention-to-detail, and time management skills
- Strong service, teamwork, and collaboration skills
- Prior experience working with a CRM or member database
- Comfort working with financial records and performing financial transactions
- Software literacy (this role regularly uses Gmail, Google Calendar, Google Docs Suite/Workspace, Slack, Quickbooks, Wordpress, Canva, and others)
- **Must Have:** Passion for the growth and development of sport at a provincial level

Schedule

This Member Service Coordinator is a full-time (37.5 hours/week) permanent position with Squash BC. A majority of work will be completed Monday through Friday during business hours, but occasional evening or weekend work may be requested during specific programs and events. **Note:** Equivalent time off is given for required commitments outside of regular work hours.

Compensation

\$40,000-\$45,000 annually (based on candidate experience). Squash BC also offers an excellent benefits package (outlined below).

Why work at Squash BC

- Be a part of a small but growing team with a shared mission of developing squash across BC
- Hybrid work environment, including full-team work-from-home Fridays
- Squash BC Benefits Package, which includes:
 - Robust Health & Dental Benefits
 - RRSP Matching
 - Cell Phone Allowance
 - Three weeks of paid vacation + additional paid time off in December/January during our holiday office closure (typically an additional 2 weeks)
- Team social activities, including Staff Squash Days and other events

Application Instructions

Interested candidates should submit an application, including resume and cover letter, to Colin Latchford, Squash BC Executive Director by email to executivedirector@squashbc.com by Friday, June 9, 2023 at 3:00 PM.

Please note that applicants will be reviewed and interviewed on a rolling basis until the position is filled, so candidates are encouraged to apply sooner than the deadline above.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

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 enable lasting connections for its members across the province in a focused effort to grow participation.

For more information about Squash BC, visit squashbc.com.