



2001A – 3713 Kensington Avenue
Burnaby, BC, V5B 0A7
604-333-3616

Member Services Manager

Curl BC

Curl BC is the provincial sport governing body responsible for the development, promotion and organization of curling in British Columbia. Curl BC is also responsible for the championship system that declares provincial representation at national events. In cooperation with its 90 member-facilities and their 24,000 members, Curl BC provides service to both competitive and recreational curlers, including a variety of adaptive groups.

Job Description

The Member Services Manager is responsible for developing, implementing and evaluating Ends 1 (Member Services) and 9 (Recognition) of Curl BC's strategic plan. Working closely with staff and key volunteers, the Manager will develop strategies, implement tactics, and support programming to meet the membership needs of the organization, its member clubs and curlers in British Columbia. An ability to use an ethical and conflict management process when dealing with sensitive issues is important in this position. Part of the Manager's responsibilities require occasional meetings on evenings and weekends, as well as travel throughout the province. The Member Services Manager is based out of the Curl BC office in Burnaby, although remote and/or telecommuting options may be considered for the appropriate candidate.

Major Areas of Responsibility

Affiliation and Membership

- Liaise with member club staff and volunteers to provide operational and governance support.
- Develop, implement and evaluate resources for the business of curling to ensure and strengthen the financial viability, profitable operations, and long-term sustainability of member clubs in BC
- Manage projects and programs to meet the needs and interests of member clubs to increase participation in curling in BC
- Promote grant and other funding opportunities to clubs, including assisting with drafting grant applications with clubs or other affiliated organizations.
- Increase awareness of membership benefits of affiliation for member clubs and for curlers

Program Management

- Manage Curl BC programs and support Curling Canada initiatives, including:

- Girls Rock
- Women in Curling
- Community programs
- Safe Sport initiatives in Member Clubs
- Diversity, Equity and Inclusion projects and programs
 - Adaptive Curling Experience
 - Aboriginal engagement
 - Newcomers engagement

Reporting and Administration

- Prepare a Member Services report annually for the Curl BC AGM
- Submit all Member and Programs reports to viaSport and Curling Canada annually
- Coordinate the Annual Awards
- Coordinate Criminal Record Checks

Qualifications

Ideally, candidates will have the following qualifications:

- A degree or related diploma or other education in the field of sport and sport management;
- A minimum of 5 years of sport management experience;
- Experience with the operation and governance of non-profit societies, including working with non-profit boards and volunteers;
- Experience working with sport or sport-related organizations
- Experience with curling programs and events;
- Strong computer skills not limited to Microsoft office, online registration software, video/web conferencing tools, project management software, and database management.
- Excellent interpersonal and communication skills and organizational abilities, with a strong attention to detail.
- Ability to multi-task, balance competing priorities, and meet multiple deadlines.

Other Assets

- Proven ability to work independently with minimal supervision;
- Proven ability to research and develop grant applications;
- Prior management experience;
- Financial literacy;
- Policy drafting, interpretation, and implementation;

Reporting:

This position reports directly to the CEO of Curl BC.

Remuneration:

This position will be paid according to the current Curl BC salary grid. The range for a Program Manager is \$55,000 to \$73,000.

Application:

Please apply in writing to Scott Braley at sbraley@curlbc.ca by October 15, 2024.

Curl BC is an equal opportunity employer.