

## **Member Services Coordinator Coquitlam Metro-Ford SC**

**Posted Date:** February 16, 2017

**Start Date:** April thru June 2017

The Member Services Coordinator is a full-time, customer facing, front-line administrative role. The Member Services Coordinator will provide/oversee the delivery of all elements of customer service and administrative support to our membership, volunteers and partners.

As the primary contact for all inquiries, primary responsibilities include the delivery of year-round administrative support and service to the membership, volunteers, staff and board. The role will also provide service and foster positive relationships with the club's partners, sponsors and key stakeholders.

For more information, please see the list of duties below.

Please send a cover letter and resume to [technicaldirector@cmfsc.ca](mailto:technicaldirector@cmfsc.ca).

### **Key Responsibilities (include, but not limited to)**

- Reporting to the Executive/Technical Director and accountable to the Board of Directors; will also liaise with club staff, volunteers, sponsors and partners
- Assist the Executive/Technical Director develop business plans and budgets in collaboration with the President, Treasurer and Board on an annual basis
- Provide a written, monthly report and attend monthly Board Meetings; and as requested, other necessary meetings.
- Deliver an annual report to Executive/Technical Director each year, including feedback on operations, plans for the coming year and recommended changes
- Oversee/complete team rostering and player card production (all players register for House & get assigned to Divisional teams after evaluations)
- Work with AGC's and technical staff as required to ensure all players and officials are appropriately registered
- Attend games, competitions, functions, events and the like of the Club and affiliated or related organizations, as necessary, to support the club and perform the functions of the role.
- Act as the mid-level manager of the organization, responsible for recruiting, hiring and managing/developing/evaluating all club volunteers/staff, including
  - a) Database Analyst
  - b) Age Group Administrators (3)
  - c) Schedulers (2-3)
  - d) Equipment Manager
  - e) Risk Management Coordinator
  - f) Field Coordinator

- g) Raffle Coordinator
- h) Picture Day Coordinator
- Oversee the planning, coordination, budgeting and staffing of the following events annually:
  - a) Annual General Meeting (by end of May)
  - b) Coaches Appreciation Event (usually late March or early April)
  - c) Annual Awards – Fall
  - d) Raffle and Draw - Fall
  - e) Domenic Mobilio Jamboree
- Develop and maintain an operations planning calendar on an annual basis
- Deal with membership, Executive and Board feedback on club resources.
- Manage Club communications, including mass emails and ensure high quality content and brand standards maintained
- Responsible for the overall administrative operations and systems of the club.
- Provide such other services as would normally be required of a Member Services Coordinator.

### **Knowledge and Skills**

Working in a dynamic and fast-paced team environment, the role requires a strong work ethic, commitment to high standards, excellent interpersonal and organization skills, proficiency in communications, digital media management and creative problem solving skills. Proficiency in office automation (MS Office), database management, project management and written/oral presentations are required.

The ideal candidate should be able to work independently and in a team environment, while maintaining confidentiality and establish/maintain effective working relationships with colleagues. A strong understanding, familiarity and passion for soccer, youth sports and community non-profits would be a definite asset.

A minimum of 2 years' experience in a coordinator or administrative support position and a post-secondary diploma or certificate (degree preferred) in sport administration and/or business administration (or a related field) is preferred.

**Type of Position:** Full-Time

**Employment Type:** Employee