



## MEMBER SERVICES ADMINISTRATOR

### General

BC Soccer is the provincial sport governing body with the mission to govern, promote and develop the game of soccer in British Columbia in a professional and progressive manner. Established in 1907, BC Soccer is the largest provincial sport organization (PSO) in BC and the third largest soccer specific PSO in Canada with over 150,000 participants. 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.

BC Soccer is comprised of more than 120,000 registered players, over 2,200 registered referees, and thousands of volunteer coaches, administrators and soccer leaders. Working with its 40 member Youth Districts and 11 Adult Leagues as well as their affiliate member clubs, BC Soccer operates under the guiding principles of Professional Leadership, Passionate Service and Progressive Collaboration. In managing its relationships throughout the larger soccer community, BC Soccer's vision is to ensure every British Columbian has the opportunity to be involved in soccer as part of a lifelong commitment to active, health and involved lifestyle.

### 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 Administrator. The Member Services Administrator, based at the front desk, is a part of the Community Development 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:** Director of Community Development

**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

- Works with all department staff members to support initiatives
- 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 coaches with registration of courses
  - Assisting referees with the online registration program
  - Assisting members with Insurance related queries
- Responsible for coordinating BC Soccer apparel needs
- Responsible for general office coordination including but not limited to:
  - Reception
  - Manage the office phone system
  - Processing and distributing mail and overseeing postage meter machine
  - Distribution of incoming faxes
  - Incoming and outgoing courier services
  - Maintenance, tidiness and inventory of office supplies and machines
- Coordinate all travel coordination (staff, board, contractors, etc.)
- Event support and/or coordination including but not limited to:
  - Coordination of Meetings of Members (Annual General, Special General, other)
  - 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
- Various special duties as assigned by the Director of Community Development



## **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 the attention of Lori D'Andrea at [feedback@bcsoccer.net](mailto:feedback@bcsoccer.net).

Accepting applications until the position is filled.