

Title: Coordinator, Member Services (CMS)  
Employer: Saskatchewan Soccer Association  
Terms of Employment: Full-time permanent  
Location: Regina

Starting Salary Range will be provided to candidates that are being considered for an interview.

Reports to: Executive Director

## **BACKGROUND:**

The Saskatchewan Soccer Association (SSA, the Association) is one of the largest sport governing bodies in the province serving over 43,000 Indoor and Outdoor registrants across 67 Member Organizations. The SSA is a dynamic and growing organization that takes pride in delivering quality programs and services that encourage life-long participation in the world's most popular sport.

## **Overview**

The Coordinator, Member Services is accountable for the achievement of Key Success Factors of the [2017-20 Strategic Plan](#). The CMS will be responsible to work closely with Member Organizations to grow their capacity on and off the field. A primary responsibility in this role is to meet member needs through the organization and delivery of programming and education to Member Organizations.

Key Responsibilities include:

### **Relationship Building**

With a focus on building "community", a primary role for the CMS will be delivering service out-of-office by increasing the number of "on-site" contacts with members.

### **Grassroots and Recreational Plan Delivery**

The CMS shall be responsible to organize and deliver on member priorities for on-site delivery of key components of the Grassroots and Recreational Plan.



Responsibilities:

- Implementation, organization and delivery of SSA Grassroots Workshops
- Development of additional programs, services and support designed to meet the needs of the SSA membership.

### **Strategy Implementation and Delivery**

The CMS shall be responsible for leading the development and implementation of strategies aimed at reducing barriers to participation of, improving access and service to, and building stronger relationships with target groups including: Aboriginal, Adult Soccer, Rural Soccer, Athletes with a Disability, Youth Soccer, New Canadians, and Women in Soccer.

Responsibilities:

- Obtaining target group input with a goal of developing strategies for target groups.
- Knowledge translation to develop deliverable strategies
- Leadership and education on strategic priorities
- Capturing outcomes/outputs
- Evaluation of strategies

### **Membership and Organizational Development**

The CMS shall be responsible to lead education and capacity building strategies to support the continued growth of Member Organizations.

Responsibilities:

- Monitor, gather and analyze information on Member Organization practices, structures, capacity and programs for use in developing service and support strategies.
- Support education for Members in key organizational development areas including Volunteer and Board Development, Bylaw and Policy Development, Long Term Player Development, Programs, Activities and SSA Grants.
- Develop resource and best practice sharing strategies.
- Support the implementation of the Goalline province-wide registration and soccer management solution.
- Educate Members to support the achievement of standards for handling of formal complaints, coach and referee certification, volunteer screening, SSA insurance and other key areas identified in the SSA Strategic Plan and Policies and Procedures Manual.
- Support strategy development to capture participant feedback at multiple levels
- Facilitate the resolution of Membership related challenges and issues as they arise



## **Discipline and Formal Complaints**

The CMS will coordinate SSA's formal complaints, discipline, and appeals and will provide education and support to Members Organizations in their management of formal complaints, discipline, and appeals.

### **Responsibilities:**

- Coordination of SSA's Discipline, Appeals and Formals Complaints.
- Continued development and alignment to industry standard policy.
- Development and delivery of province-wide education strategy for the management of handle formal complaints, discipline and appeals.
- Development of expertise among volunteers at SSA and Member Organization levels to handle complaints in a timely manner according to CSA and SSA policy
- Coordination of support to Members when a conflict of interest or shortage of volunteers limits their ability to manage and resolve formal complaints at the local level.

### **Other Responsibilities**

Other responsibilities may be assigned at the discretion of the Executive Director commensurate with the skill set of the successful candidate.

### **QUALIFICATIONS:**

Bachelor's Degree in Sports Administration or a significant combination of education and work experience in related fields.

- Technical knowledge of soccer, background in coaching and familiarity with the organization of soccer in Saskatchewan would be an asset.
- Well-developed relationship building, negotiation and conflict resolution skills.
- Excellent oral and written communication skills.
- Strong knowledge of policy development and enforcement.
- Ability to deliver administrative and technical educational workshops in the classroom and on the field.
- Strong leadership, organizational and administrative skills.
- Event management experience.
- Proven ability to work in a team environment in leadership, mentoring or support roles.
- Able to travel and work flexible hours on a frequent basis.
- Ability to function at a high level with multiple competing priorities and deadlines.
- Highly developed level computer skills including the full suite of Microsoft Office programs and familiarity with online platforms.
- Reliable vehicle and valid driver's license.
- Clean Criminal Record Check including the Vulnerable Sector.
- Knowledge of the non-profit sport sector in Saskatchewan is an asset.



**APPLICATIONS:**

Availability of the Position is immediate. This ad will run until a successful candidate has been found. Only those candidates who are considered for an interview will be contacted.

Applicants are requested to provide a cover letter and resume at their earliest opportunity via email to: [admin.assistant@sasksoccer.com](mailto:admin.assistant@sasksoccer.com)



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