



## **Vancouver Curling Club**

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**JOB TITLE: MEMBERSHIP SERVICES COORDINATOR (MSC)**

**REPORTS TO: General Manager**

### **Summary:**

Reporting to the General Manager, the MSC is responsible for overseeing membership interactions focusing on league play, bonspiels, Novice/Introductory Programming, Junior Development and High School programming, including administration and budgeting of each. The MSC is central to creating a positive atmosphere for members, prospective members and the community.

This position Full Time with a salary of \$35,000 - \$40,000 from August 1<sup>st</sup> – May 21<sup>st</sup> (42 Weeks).

Later start dates would be available, if needed to provide current employers proper notice.

### **Responsibilities:**

#### Business Operations

- Coordinate the timely maintenance of Pro Shop inventory and purchasing, as well as accurate and up to date contracts with Pro Shop vendors
- Support sales team (staff and volunteer) through training, regular feedback and product information as well as updates to Pro Shop processes (i.e. POS system) in Sales Manual
- Oversee the Pro Shop daily income and expenditures, generate reports of sales trends, and monitor profitability and performance in collaboration with the General Manager
- Assist with bookkeeping, invoicing, report generation and general administrative tasks
- Additional duties as required

#### Membership Services

- Respond to members' and general public's questions and concerns in an effective and timely manner
- Provide support to League Reps through date selection, contract templates and number of ice sheets required
- Coordinate Novice and Junior Development Leagues: league date selection, registration, scheduling and contracts
- Integrate Novice Members, when needed, into established leagues
- Coordinate recruitment, contract and schedule with VSB contact(s) for the High School League
- Assess needs of new leagues, develop and implement with support of League Rep
- Actively engage with all leagues to ensure a high level of customer service and needs are maintained at all times
- Maintain accurate membership database, ensuring alignment between online registration and waiver forms and league rosters

- Timely submission of membership information to CurlBC for insurance purposes
- Maintain and update coaching guidelines for rentals, clinics & lessons (standard curriculum)
- Recruit and schedule coaches for rentals, clinics and lessons; hours tracked and reconciled per the PnP Manual

#### Marketing

- In collaboration with the General Manager
- Implement annual marketing initiatives utilizing website, Totem Tales, Backline, Twitter, Facebook, Other Social Media Platforms and press releases as outlined in annual Marketing and Communications Plan
- Promote VCC and its events to members and new curlers, in collaboration with the M&C Committee, utilizing outside marketing opportunities and social media
- Coordinate TV advertising content: Did You Know's, Sponsorship recognition, Clinic and event advertising
- Publish online calendar of events and ice schedule, with regular updates throughout the year

#### Volunteer Coordination

- Recruit volunteers, coaches, members and general public (i.e. high school students, Vantage Vancouver)
- Maintain accurate volunteer and coaching database
- Collaborate with committees to match volunteers' skills with appropriate role and schedule
- Create and implement volunteer recognition event with General Manager

#### Sport Development

- With the General Manager, develop & manage all gaming programs (Junior Development, High School Outreach, High School League & Blind) with assistance from leagues/volunteers

#### **Experience / Education:**

- University degree or college diploma, preferably with emphasis on office administration or project management (or equivalent experience)
- Minimum 5 years of office experience
- Minimum 5 years of customer service experience
- Understanding of and experience with retail and membership based organizations an asset

#### **Position Competencies:**

- Attention to detail – Proven ability to attend to detail, including excellent track record of accurate, high quality work
- Organizational – Excellent multi-tasking, analytical and problem solving skills
- Professional demeanour – Approachable, calm, and professional in manner; able to appropriately offer assistance to a wide range of individuals in a timely manner
- Flexibility – Able to adjust to the changing needs of the organization, re-prioritizing as necessary and working effectively under pressure
- Learning - Ability to implement and independently learn a variety of new office software programs
- Communication – Excellent written and verbal communication

Applicants are encouraged to submit a short cover letter and résumé expressing interest in the position, to [hr@vancurl.com](mailto:hr@vancurl.com).

VCC is an equal opportunity employer. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, or disability.

We thank all candidates for their interest but only selected candidates will be contacted for an interview. No phone calls please. The competition will remain open until a suitable candidate is found.