



## CAREER OPPORTUNITY

### **Position: Member Services Coordinator**

**Type of Position:** Full Time

**Target Commencement:** January 2022

**Compensation Overview:** \$40,000-\$44,000 with enhanced benefit package, including 2 weeks' vacation in addition to time off over December holidays.

This is a unique opportunity to work with two provincial sport organizations – Ontario Sailing and Row Ontario.

Row Ontario and Ontario Sailing have had an ongoing relationship over the last eight years to serve member organizations from both provincial sports in areas of governance and overall operations. Utilizing their co-created COAST program, they are a model for other sports looking to support their members in their community-based organizations. The intent is to provide support to members in all the business aspects of running a sports club. The goal is to support the clubs and help ensure their long term health and sustainability. A typical day may deal with supporting members in their initiative on a wide range of topics such as safe sport, human resources, by-laws, and grant writing. The diversity of the work makes no day a typical day and gives lots of opportunity for growth and knowledge development.

The Member Services Coordinator position is a new role in response to the overwhelming success of the program. In both sports, members rely on the support, and we are committed to deliver! The successful candidate will work directly with the Member Services Manager and, in turn, over 200 member organizations. Teaming up with the Manager, you will deliver support to ensure compliance with legislation, meeting best practices, and supporting long-term sustainability. The member services team prides themselves on a strong service orientation in a professional, timely and thorough manner. We want to continue to build on the success and are looking for the right person to join us.

### **Key Responsibilities**

- Communication and promotion – share best practices with members and keep everyone up to date on a variety of topics through newsletter, social media, and presentations.
- Writing, updating, and editing a wide range of documents, such as policies, to align with needs of both provincial sports and their members.
- Research current topics and stay current on Regulations, legislation, and best practices on topics of interest to members and our organizations.

- Support organizations in securing grants from researching and communicating opportunities to reviewing and editing applications.
- Oversee the online COAST Resource Library, including but not limited to maintaining & updating documents and resources as well as creating new resources on both current and new topics.
- Oversee the Membership process and documentation for both renewing and new members within both provincial organizations. This involves maintaining contact lists for targeted communications.
- Manage the data and implement an action plan to support members based on information collected from members to help guide activity, education and follow up.
- Assist in the review and editing of governance and operation documents for the members.
- In both provincial organizations, take the lead role in supporting all virtual and in-person educational and development conferences. Deliver presentations as appropriate.

**The ideal candidate will bring the following to our team**

- 3 years minimum experience working in a not-for-profit environment ideally in a membership based, sport or recreation environment. Board experience and volunteer management knowledge are assets.
- A post-secondary Education in Recreation & Leisure, Sport Management, Community Engagement or similar combined knowledge and experience. Training in human resources considered an asset.
- Relationship management competency, the ability to manage interactions to provide service and to support the organization, is key to success.
- Excellent communication skills, both written and verbal, to professionally represent the provincial organizations in a multitude of environments.
- An understanding of the relevant Ontario legislation such as Not for Profit Corporations Act, Employment Standards Act and Rowan's Law. Knowledge must be up to date, research to continue knowledge growth is a required skill.
- Strong service orientation towards internal and external stakeholders.
- Detail orientation and strong proofreading skills as reviewing and providing feedback on documents will be key.
- Experience overseeing multiple projects and tasks simultaneously, with organizational skills to support.
- Strong skills with a variety of computer programs and software including MS Office, Zoom, social media platforms and WordPress.

**Working Environment**

Both organizations have small and friendly staff teams. Work location has some flexibility between home and the two sport offices. In person attendance will be required on occasion for meetings and special events. The Row Ontario office is located in Welland and the Ontario Sailing office is located in Hamilton.

As a lot of work is done with volunteer Boards from across the province there is a need for flexibility for evenings and weekends for meetings and events.

**To Apply (in confidence)**

Please forward your cover letter and resume, in one document, via email prior to 5:00pm on Sunday January 16<sup>th</sup>, 2022,

Lisa Roddie  
Member Services Manager  
[applications@rowontario.ca](mailto:applications@rowontario.ca)

**We thank all those that apply, however only those selected for an interview will be contacted.**

*All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. Row Ontario & Ontario Sailing are committed to an inclusive workplace that reflects the richness of the community that we serve. We welcome applications from all qualified individuals.*

*Row Ontario and Ontario Sailing are equal opportunity employers. We welcome and encourage applications from people with disabilities. We will work with you to accommodate your needs in line with the goals of the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should you require accommodation through the application or interview processes, or any stage of the recruitment process, please contact the team directly at [applications@rowontario.ca](mailto:applications@rowontario.ca) or 289-778-0750 ext. 1.*