



## **Member Services Coordinator**

### **Who We Are**

Curling Canada is a National Sport Organization (NSO) whose purpose and function is to promote amateur athletics in the form of curling from coast-to-coast. As the leading expert and growth engine for Curling Excellence in Canada, Curling Canada manages high team performance programs, selects National teams, and obtains exclusive rights to assemble teams for competitions including the Olympics and World Championships.

### **The Opportunity**

Curling Canada is searching for a Member Services Coordinator to provide administrative support to the Manager of Member Services and to contribute to the effective planning of education, programs, and strategies that support Member Associations in the pursuit of increasing delivery capacity, promoting the sport of curling, and strengthening participation at the community level. The ideal candidate is a highly organized individual with excellent communication and customer service skills, is inspired by Curling Canada's mission, and is passionate about member experience.

### **What You'll Be Doing**

- Providing administrative support to Curling Canada's Member Services Manager, project leaders, and associated committees.
- Contributing to the effective planning of education, programs, and strategies that increase delivery capacity, promote the sport of curling, and strengthen participation at the community level.
- Maintaining and updating a database of member information.
- Collecting data, conducting research, and generating reports on key performance indicators, industry trends, and member feedback.
- Identifying opportunities for process improvement and implementing effective solutions.
- Maintaining a digital knowledge base of community sport organization best practices.
- Responding promptly to Member Association inquiries and resolving Member Association concerns (escalating issued when necessary).
- Maintaining and providing current information about member services and benefits.
- Maintaining and updating content for Member Services websites, social media, knowledge centres, and e-learning platforms.
- Coordinating logistics for in-person educational events.
- Administering award and recognition programs.



## **Required Skills & Experience**

- Proven experience as an administrative support professional working in a customer service or member services role.
- An active listener with strong interpersonal and communication skills.
- Resourceful with exceptional problem-solving skills.
- Detail-oriented with excellent organizational and multitasking abilities.
- Self-motivated with a strong work ethic and ability to work independently.
- Computer literate, proficient in use of computer applications, and committed to continuous learning of advancements in information technology.
- Proficient in using Microsoft 365 (Teams, Outlook, OneDrive, SharePoint, and Office Suite).
- Proficient in using Wordpress (website content management system).
- Experience in using Customer Relationship Management (CRM) software considered an asset.
- Basic graphic design skills, including use of Canva, considered an asset.
- Bilingualism (English and French) considered an asset.
- Is able to work from home. Preference may be given to candidates that are able to work occasionally from our headquarters in Orleans, Ontario.
- Knowledge and experience in curling club operations or community sport development considered an asset.
- Passion for the sport of curling and the work we do to support its development considered an asset.

## **Curling Canada Perks**

- 3 Weeks' Paid Vacation
- Comprehensive Benefits
- RRSP Matching Program
- Competitive Compensation
- Career Advancement Opportunities

## **How to Apply**

*Curling Canada is deeply committed to promoting diversity, advancing equity, and fostering a culture of inclusion. We invite applicants from marginalized and equity-seeking groups, particularly members of BIPOC communities.*

*Please submit your resume to [emily.kaldis@curling.ca](mailto:emily.kaldis@curling.ca) for review before February 16<sup>th</sup>, 2024. Due to the high volume of applications, only candidates selected for a phone screening will be contacted. We thank you for taking the time to apply for this exciting opportunity with Curling Canada!*