



Manager of Member Services

Location: Remote (Canada)

Position Type: New role

Reports to: Director of Member Services

About Curling Canada

Curling Canada is a National Sport Organization (NSO) and the leading expert and growth engine for Curling excellence in Canada. Our exclusive purpose and function are to promote amateur athletics in the form of curling in Canada, on a nation-wide basis. We manage high performance programs (i.e., Team Canada,) select and manage national teams, and we have the exclusive right to name teams to World Competitions and Canadian Olympic organizations. A primary focus of Curling Canada is serving our members (the Provincial and Territorial Curling Associations), as well as their affiliated clubs and curlers, with programs and services that promote and develop the sport of curling throughout Canada.

The Opportunity

Reporting to the Director of Member Services, the Manager of Member Services will become the operational leader charged with oversight and accountability for the day-to-day work and overall performance of Curling Canada's Member Services department including, but not limited to people management (employees, interns, contractors, consultants, and occasional workers), project management, knowledge management, financial management, marketing, communications, technology, data, advocacy, and reporting.

While this position supports national initiatives that develop the people, organizations, and institutions responsible for the betterment of curling at the community level, this role is first and foremost about operational leadership and execution over subject-matter expertise in curling. This is an ideal opportunity for someone who enjoys translating strategy into action by building processes, supporting people, managing budgets, and improving the systems that help our team deliver exceptional service across Canada.

Curling Canada's Member Services department is funded by Curling Development Fee (CDF) - a per capita assessment collected from every individual curler, at every affiliated curling club in Canada. The goal of CDF is to transform individual contribution into collective impact; and to create conditions that empower the curling system to reach its fullest potential.

Duties & Accountabilities:

- Leading the day-to-day operations of Curling Canada's Member Services department.
- Supervising and managing the performance of employees, interns, contractors, consultants, and occasional workers while fostering a positive, collaborative, and accountable team culture.
- Managing departmental budgets, contracts, reporting, and operational planning.
- Working closely with provincial and territorial member associations, curling clubs, and community champions to support implementation of national initiatives.



- Working collaboratively with Curling Canada's various internal teams (including but not limited to: Education, Technology, Communications, Accounting, Philanthropy, and Ice Tech).
- Developing and improving departmental systems, workflows, and operational processes; including identifying opportunities to improve efficiency through technology and automation.
- Monitoring project progress and preparing reports for Curling Canada senior management and Member Association leadership.
- Supporting the successful delivery of initiatives such as curling club education, research, knowledge management, workforce development, program development, national grassroots marketing, and other projects that develop the sport of curling, enhance the delivery capacity of the Canadian curling system, and improve value to membership.
- Other duties as assigned.

Role Requirements:

Most importantly, we are seeking an **action-oriented leader**. This role is ideal for someone who enjoys helping organizations operate at their best by turning ideas into plans, plans into action, and action into measurable results.

Specific Requirements:

- A university degree in Business Administration, Sport Management, Public Administration, Project Management, or a related discipline.
- At least five years of progressive leadership experience managing people, projects, budgets, and operations.
- Strong financial management and planning abilities.
- Demonstrated experience leading multiple complex projects with multiple collaborators simultaneously.
- Effectively delegates tasks and responsibilities, providing clear direction, appropriate authority, and ongoing support to ensure successful outcomes.
- Strong organizational and time management skills, with the ability to manage defined milestones and competing priorities within project timelines.
- Excellent written and verbal communication skills.
- Comfortable working both independently and collaboratively from a remote office location.
- Confidence working with digital tools in a technology-driven environment.
- Demonstrated familiarity with Microsoft 365 applications (SharePoint, Teams, OneDrive, and Microsoft Office Suite).
- Legally entitled to work in Canada.

Experience working in sport, recreation, nonprofit organizations, member-based associations, or community development is considered an asset; as is knowledge of the sport of curling and the Canadian curling ecosystem.

What We Offer

Compensation: \$90,000. The candidate will also be eligible to participate in Curling Canada's RRSP employer contribution program.



Please submit your resume to careers@curling.ca with the subject line 'Manager of Member Services – [FIRST NAME LAST NAME]' for review before **September 4, 2026**. 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!

Come as you are. You are welcome here! Curling Canada is deeply committed to promoting diversity, advancing equity, and fostering a culture of inclusion. Therefore, we invite applications from all walks of life, including marginalized and equity-seeking groups (i.e. members of Black, Indigenous, and People of Colour (BIPOC) communities).

Curling Canada is compliant with the AODA – Access Ontario Disabilities Act. For access to our policy [click here](#). For feedback on our accessibility please email emily.kaldis@curling.ca.

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Developed by: Emily Kaldis, Head of People & Culture & Bobby Ray, Director of Member Services