



## **JOB POSTING**

### **MEMBER SERVICES COORDINATOR FIELD HOCKEY BC**

The position of Member Services Coordinator is a full-time appointment designed to provide logistical support to the operational structure at Field Hockey BC. The Member Services Coordinator will be responsible for the day-to-day management and continued development of the Society registration platform, database, website and social media; for the administrative lead in member and participant registration, for the production of the Society newsletter; for acting as media liaison with our stakeholder clubs; for the coordination of venue specific support for special events; for the management of FHBC apparel orders; and for general office duties as required. The Member Services Coordinator reports directly to the Executive Director.

#### **Specific Responsibilities:**

##### **Society Registration System and Database**

- Maintain and manage all current membership detail on the Society database
  - For the Benefit of Member Clubs
  - For the Administrative Requirements of Sanctioned Leagues
  - For the Administrative Needs of Community Events
  - For the Administrative Needs of FHBC.
- Oversee the registration process for annual membership and registered participants and for FHBC calendar events (as appropriate).
- Produce and maintain a database for coaches in BC and act as an administrative support for the FHBC coach education portfolio.
- Set-up and coordinate the course and program online registration requirements for FHBC deliverables
- Co-ordinate the circulation of FHBC documentation to the broader membership.
- Be the liaison to the National Sport Organization on Registration System efficiency and attend NSO Registration System meetings.
- Produce and maintain a current contacts list for key Club and Association representatives across BC.

##### **Society Website and Social Media**

- To be the internal staff content liaison and lead for 'informative' web and social media posting.
- To manage and maintain the current news and information areas of the FHBC website and social media platforms.
- To liaise with the FHBC office staff to ensure that the web and social media sites are kept up to date and meet the needs of internal areas of responsibility.
- To liaise with FHBC members to further develop FHBC's communications platforms and look at innovative ways to promote the sport of field hockey in BC.

##### **Member (Club) Engagement**

- To play a leading role in direct liaison with Society Club Members to both inform and collect information in how the Society may best support Club Member sustainability and growth.

### **Communications and Media**

- To play the leading role in the production of the FHBC monthly e-newsletter and annual review.
- To assist in the strategic development of 'creative' communications and to work alongside other staff members, contractors (as appropriate), and interns (as appropriate) who have been tasked with the development of 'creative' communications content and community engagement.
- To assist in the creation of a media strategy to engage local and regional media in the promotion of club and association-based field hockey activity across BC.

### **Special Events and the Club and National Championship Program**

- To liaise closely with FHBC staff and provide support in the delivery of targeted FHBC events.
- To take a leading role in the coordination of the on-line registration requirements for FHBC Events (as appropriate).

### **FHBC Apparel Support – Athlete/Coach/Official/Event/Volunteer**

- To manage, order and coordinate the delivery of the FHBC Apparel line to all individuals, teams, and supporting personnel as appropriate.
- To take a leading role in communication and planning with the FHBC Apparel Partner and ensure FHBC service needs are met for direct delivery programming.

### **Administrative Support**

- Additional general office duties – mail, publications and publicity, phone, office supplies and the resource library.
- Assist in the management of voluntary student/intern and athlete work placements at FHBC.

### **Terms:**

The Member Services Coordinator will be based at the FHBC office in Surrey and the position is offered as a full-time contract (37.5 hours per week). The Society Staff currently operate on a hybrid office attendance model allowing for a balanced weekly work schedule between working remotely and working in the office. The initial contract will be for a period of 3 months with the option to extend for a further 12 months (pending review) and the annual salary scale for this position is \$36,000 - \$44,000.

### **Application:**

Previous experience within sports administration or communications is an advantage but not essential for application. This position lends itself to individuals who are looking to embark on a career within sport, recreation, and leisure or for those who are already actively involved within the sporting community. A passion for sport and sports development is essential.

Field Hockey BC will require applicants to gain appropriate criminal records clearance and the Society also requires the submission of at least two job related references. Job-related references can be submitted upon application or following a successful invitation to attend interview. Only those applicants invited to attend interview will be contacted following the application deadline.

**Deadline for applications: August 3, 2023**

**Job to commence from: September 5, 2023**

**Interviews: August 5-8, 2023**

**Please send your resume and covering letter by the deadline date above to:**

**Mark Saunders**  
**Executive Director, Field Hockey BC**  
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