

SQUASH BC - POSITION DESCRIPTION

Operations & Membership Coordinator

ABOUT SQUASH BC

Squash BC is a non-profit organization providing leadership and direction for the growth and development of the sport of squash in BC. Committed to collaboration and community, Squash BC channels the intensity and passion for the sport into opportunities for squash players of today and tomorrow. Through driving awareness and advocacy inside and outside the squash court, Squash BC's goals are to provide leadership in promoting the sport, provide access to funding, and enable lasting connections for its members across the province in a focused effort to grow participation.

POSITION SUMMARY

Squash BC is seeking an organized, accountable, and service-minded individual to support the Executive Director, Board of Directors, and other key stakeholders in the squash community to achieve Squash BC's organizational and strategic objectives.

The Operations & Membership Coordinator supports Squash BC's organizational operations through the functional areas of Operations, Member Services, Bookkeeping, and Communications. This position manages and supports a wide variety of administrative duties, ranging from longer term projects to routine day-to-day activities, all of which contribute to the efficient and professional operations of Squash BC.

This position is full-time (37.5 Hours/Week) and is primarily based in our Vancouver BC office. Squash BC offers a flexible work environment including the potential for some remote work and flexible hours. Due to the responsibilities of this role, a majority of its hours will need to be completed in the office. This position reports directly to the Executive Director and works closely with our Program Coordinator, Contractors, Board of Directors, and Volunteers.

PRIMARY RESPONSIBILITIES

The Operations & Membership Coordinator has responsibilities across Operations, Member Services, Bookkeeping, and Communications. The estimated percentage of time allotted to these activities is indicated in brackets.

Operations (40%)

Responsible for handling clerical and administrative duties, analyzing/improving office procedures, and ensuring the office operates smoothly.

- Manages overall office operations
- Handles day-to-day office duties such as: answering and routing phones; responding to emails; maintaining employee, financial, and client records; managing/supporting meetings; and data entry/reporting

- Analyzes office procedures and processes to create efficiencies and develop creative solutions to problems
- Acts as key point of knowledge for digital and analog systems. Creates internal and external training materials, as needed
- Coordinates Squash BC Annual General Meeting and supports Board Meetings
- Writes and files reports to government, grant providers, and other stakeholders
- Ensures the office is well-maintained, organized, and secure
- Provides general administrative support to the Executive Director, Board of Directors, and Committees, as needed

Member Services (25%)

Responsible for providing service excellence to Squash BC Facility and Individual Members through customer service and administrative support.

- Handles all questions, information requests, and complaints regarding membership
- Processes membership applications, renewals, and resignations
- Maintains and updates membership records
- Continually grows the value of our membership and supports our member services
- Implements tournament sanctioning and reconciliations
- Coordinates member communications and marketing materials
- Collects data, tracks membership statistics, and prepares reports
- Works with other Squash BC team members to develop tools and resources for our facility and individual members

Bookkeeping (25%)

Responsible for the timely and accurate maintenance and processing of organizational accounts and transactions.

- Records day-to-day financial transactions and completes the posting process
- Performs tournament, league, event, program, and membership reconciliations, as required
- Ensures bank and other reconciliations are completed in a timely and correct manner
- Issues quarterly internal financial statements for review by and approval from the VP Finance
- Creates and distribute invoices
- Verifies and processes expense reports and invoices
- Performs general ledger upkeep
- Ensures compliance with federal, provincial, and company policies, procedures, and regulations
- Identifies, reports, and reconciles discrepancies in records
- Completes and submits tax forms and other government documents e.g. GST Return
- Provides support for organizational reporting requirements

Communications (10%)

Provides administrative support for organizational communications.

- Partially responsible for the management and maintenance of Squash BC's website and social media channels
- Schedules social media content, as needed
- Posts website news articles, as needed
- Assists in producing and distributing email newsletter
- Supports fundraising campaigns and donor stewardship

REQUIREMENTS

Squash BC is seeking an organized, accountable, and service-minded individual for this role. An ideal candidate would have the following experiences and competencies:

- Undergraduate degree or diploma in business administration, accounting, or similar
- Previous administrative and/or operations experience at a sport, recreation, or not-for-profit organization
- Previous bookkeeping experience, preferably for a similar organization
- Previous experience using accounting or bookkeeping software, such as QuickBooks
- Previous experience working with a sport-focused CRM or database software
- Strong Microsoft Excel skills (or equivalent spreadsheet software)
- Knowledge of British Columbia's provincial sport landscape
- Financial/accounting knowledge
- Strong organization, accountability, and attention to detail
- Strong verbal and written communication skills
- Ability to work well independently and as part of a team
- Passion for the growth and development of sport at a provincial level
- Knowledge of squash is not required, but would be considered an asset

APPLICATION INSTRUCTIONS

Interested candidates that meet the position's requirements are invited to submit an application, including resume and cover letter, by email to office@squashbc.com. Please include Operations & Membership Coordinator in the subject line. Squash BC will be accepting and reviewing applications on a rolling basis until the position is filled, with the goal of having a suitable candidate start as soon as possible.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

For more information about Squash BC, please visit our website: www.squashbc.com