



JOB DESCRIPTION

Member Services Manager

1.0 DESCRIPTION

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| 1.1 | ORGANIZATION: | Canadian Amateur Rowing Association
(Rowing Canada Aviron) |
| 1.2 | TITLE: | Member Services Manager |
| 1.3 | JOB CATEGORY: | Full Time Professional (Employee) |
| 1.4 | IMMEDIATE SUPERVISOR: | Director of Partnerships and Sport Development |

2.0 GENERAL RESPONSIBILITIES AND DUTIES

Reporting to the Director of Partnerships and Sport Development and working alongside other RCA staff, the Member Services Manager is responsible for overseeing the delivery of member services and programming and providing support to initiatives designed to increase the number of Canadian rowers and enhance their experience.

3.0 SPECIFIC RESPONSIBILITIES

A. Membership Support - Services

- Oversee the delivery of existing services and identify membership value-adds.
- Develop, implement and evaluate policies, procedures and guides related to registration, insurance, event management, online store, etc.
- Propose and implement areas of expansion and improvement to member services to support a growing number of Canadian rowers.
- Respond to inquiries related to member services such as insurance, waivers, online registration, event management, etc.
- Ensure adherence to and when necessary provide support to the membership for governance related requirements (e.g. Annual Declaration).
- Oversee procurement and support fulfillment for apparel and other merchandise for the RCA online store and events.

B. Membership Support – Sustainability and Growth

- Provide support to the application process and onboarding for all new member organizations of RCA.
- Analyze and report on participant and member data to identify activity, competition and demographic trends.
- Provide coordination for the delivery of training and educational opportunities through events such as webinars, Annual National Conference, etc.
- Develop and oversee the delivery and evaluation of membership sustainability and growth initiatives.
- Develop and procure resources related to membership sustainability and growth.
- Support the development of and oversee the implementation frameworks for member sustainability initiatives (e.g. RCA Safe Sport priorities).
- Support member-serving committees in fulfilling their mandates as assigned.
- Provide support to sport development initiatives as assigned.

C. Online Systems Management

- Oversee the management of the participant and member online registration system including determining scope (tasks, cost, timelines) of platform development.
- Develop policies and operational procedures related to the online registration system and event management.
- Provide orientation and additional introductory training on the online registration system for community system administrators.
- Liaise with third party event management supplier regarding compliance tracking and quality monitoring.

D. Finance and Administration

- Manage all budgets within the areas of responsibility identified by the Director of Partnerships and Sport Development.
- Source additional grant and funding opportunities for programs and initiatives in the defined area of responsibility.
- Oversee the collection and maintenance of documentation and data on members, partners and stakeholders.

4.0 LEVEL OF AUTHORITY

4.1 Degrees of Supervision

The Member Services Manager will report to the Director of Partnerships and Sport Development and will work alongside other RCA staff.

4.2 Power of Decision

The Member Services Manager will participate in RCA activities specific to the job description and will be responsible to make recommendations on matters where necessary. They will have sufficient authority to act in the daily management of their areas in accordance with RCA policies, programs, and budget.

Beyond these limits, the Member Services Manager is required to have decisions approved by the individual to whom they are directly responsible.