



# JOB DESCRIPTION

## Member Services Coordinator

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### 1.0 DESCRIPTION

- 1.1 ORGANIZATION: Canadian Amateur Rowing Association (Rowing Canada Aviron)
- 1.2 TITLE: Member Services Coordinator
- 1.3 JOB CATEGORY: Full Time
- 1.4 RESPONSIBLE TO: 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 Coordinator is responsible for being the primary point of contact with the membership and overseeing the delivery of member services.

### 3.0 SPECIFIC RESPONSIBILITIES

#### 3.1 Membership Support – Services

- 3.1.1 Oversee the delivery of existing services and identify membership value-adds
- 3.1.2 Update and distribute policies, procedures and guides related to registration, insurance, etc.
- 3.1.3 Respond to inquiries related to member services such as insurance, waivers, online registration, event management, etc
- 3.1.4 Ensure adherence to and when necessary provide support to the membership for governance-related requirements (eg, Annual Declaration)
- 3.1.5 Oversee procurement and support fulfillment for apparel and other merchandise for the RCA online store and events

#### 3.2 Membership Support – Sustainability and Growth

- 3.2.1 Provide support to the application process and onboarding for all new member organizations of RCA
- 3.2.2 Analyze and report on participant and member data to identify activity, competition and demographic trends
- 3.2.3 Provide coordination for the delivery of training and educational opportunities through events such as webinars, Annual National Conference, etc.

### **3.3 Online Systems**

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

### **3.4 Finance and Administration**

- 3.4.1 Provide supporting data for monthly reconciliation of membership registration, event registration and merchandise revenue.
- 3.4.2 Oversee the collection and maintenance of documentation and data on members, partners and stakeholders, as well as incident reporting and RCA Award records
- 3.4.3 Assist with orders of medals and plaques for various RCA awards
- 3.4.4 Assist with travel and hotel bookings for the Board, Committees and Staff.

## **4.0 LEVEL OF AUTHORITY**

### **4.1 Degrees of Supervision**

The Member Services Coordinator 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 Coordinator 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 Coordinator is required to have decisions approved by the individual to whom they are directly responsible.