

JOB POSTING

Member Services Coordinator

About The Federation

Recognized as a voice for community social services to children, youth, individuals, and families in BC since 1982, The Federation of Community Social Services of BC (The Federation) represents diverse, caring and committed member agencies. Our mission is “to (act) as a catalyst for positive change to British Columbia’s social policies and community programs,” in order to support our vision of “a society of strong, healthy individuals and families, and caring, inclusive communities strengthened by comprehensive, responsive, high-quality supports and services.” We are member driven and community focused, working on behalf of the whole sector to develop a vibrant, sustainable social services system supporting individuals and families.

Job/Position Summary

The Member Services Coordinator supports the Programs and Services team in effectively engaging members, identifies emerging issues and priorities for members, links members to relevant resources and provides administrative support to the Director of Programs and Services.

Organizational Status

- Reports to the Director of Programs and Services
- Works with other members of The Federation staff team
- Works 37.5 hours/week
- Travel to Provincial meetings as required
- Currently a telecommuting position – provides own office space

Areas of Responsibility

Membership Document Administration

- Maintains and updates the Federation membership files (electronic and hard copy)
- Maintains and updates the Federation membership list (electronic and hard copy)
- Provides information to prospective members including sending first contact letter
- Oversees membership renewals and representative changes
- Supports new members throughout the application process and coordinates the submission of applications with the Director of Programs and Services and the Executive Coordinator
- Oversees membership lists; ensures member information is current

- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

Membership Engagement

- Responds to member requests and queries
- Tracks and analysis member participation and identifies gaps in member support
- Identifies emerging issues and priorities for members and works with the team to provide/coordinate the necessary supports
- Conducts analysis of membership data and trends for use in Federation initiatives and sector public awareness campaigns
- Monitors research activity of like organizations for the purpose of noting opportunities and coordination of efforts across the sector and to inform members of external resources
- Responsible for member surveys and information gathering
- Provides staff support to committees

Meeting and Event Support

- Composes and sends meeting invitations and reminders for meetings such as monthly Member Support & Information Exchange and Accreditation Circle
- Supports the Director of Programs and Services on member calls and at member events; takes meeting minutes, tracks attendance and provides technical support as needed
- Provides back-up technical support to Events and Continuous Education Manager on Federation trainings and webinars
- Provides administrative support to Program and Services team in preparation for conferences and AGMs, under the guidance of the Events Manager
- Provides day-of event coordination and speaker support in collaboration with the Events Manager and Director of Programs and Services, including managing speaker thank you protocol, support to Executive Director and Board member hosts, coordination with IT and AV support, registration support

Special Projects Support

- Supports the Director of Programs and Services with the administration of special projects as they emerge, including but not limited to:
- Helps coordinate and attends Advisory Committee and project planning meetings, sends invitations, takes minutes, oversees technical support
- Receives, tracks, and organizes information for review by Director of Programs and Services and Advisory as appropriate
- Answers public inquiries regarding special project (ie. eligibility, application status and processes, disbursement of funds and reporting requirement)
- With approval from the Director of Programs and Services, drafts and sends communications to stakeholders and other parties related to the project
- Supports with the collection of final reports and documentation
- Provides data to Director of Programs and Services for funder reports
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to this area of responsibility

General

- Maintains and keeps current the administrative procedures for the Member Services Coordinator position
- Attends staff meetings
- Completes time sheets, coding time for projects as required

Education/Work Experience

- Several years of membership relations, client/public relations, volunteer/donor relations experience in government, the private sector, non-profits or academe
- Post-secondary degree in an area related to human services, HR, non-profit governance, community development, information management
- Firsthand knowledge of the of the community social services sector

Our Approach

The Federation strives to create a workplace culture that embraces the following employee characteristics:

- Embraces personal and professional interest, education and action in Reconciliation and Resurgence.
- Has a passion for social justice.
- Enjoys working in an interconnected and collaborative team environment.
- Respects and celebrates the diverse backgrounds and skills of each teammate.
- Recognizes that success is achieved through collaboration and teamwork.
- Effectively responds and adapts to new and changing priorities.
- Strong problem-solving, multi-tasking, and decision-making skills.
- Enjoys establishing and maintaining professional relationships.
- Has excellent verbal, written and digital communication skills.
- Is self-motivated with superior organizational skills.

Salary Range at hire: \$50,000-\$65,000 plus benefits package including RRSP

Anticipated Start-date: August 15, 2022

Posting Closes: July 25, 2022

To apply: Please email your resume **and** cover letter to the attention of Catherine Rana, Director of Programs and Services, at catherine@fcssbc.ca.