



## Job Posting - Member Services Coordinator

Do you have a flair for customer service? Are you an operations guru? Are you passionate about youth sports and a strong believer in being active for life? If you said yes to all three, then Nanaimo United FC (NUFC) wants to hear from you!

NUFC is on the hunt for a member services coordinator to provide excellent and awesome service to our members and partners. By acting as the main point of contact for the registration process, Soccer Saturday Game Days, tournaments and other events, you make it fun and easy for players, parents, and coaches to get involved. Your excellent communication skills will keep everyone informed and your organizational abilities will ensure the smooth operation of behind-the-scenes components such as scheduling, player allocations, clubhouse management, and financial matters.

In short, you'll help keep the club running like a new soccer ball on fresh-cut turf!

NUFC is a Canada Soccer National Youth Licensed Club with 2,400+ youth & adult members offering year-round program options. As an added bonus, you'll be a key part of year two of Harbourside FC, League1 BC's first expansion teams!

### Primary Focus

Your primary areas of focus will be:

#### *Customer Service*

- Provide a consistent and welcoming presence at the clubhouse to help guide players, parents, supporters, and partners through the various club programs. You want to make sure everyone has an excellent experience!
- Serve as the primary point of contact during Soccer Saturday game days (approximately 30 Saturday's, September - June). Work with the technical team and the community engagement lead to see how much fun you can make them!
- Work collaboratively with neighbouring clubs, leagues, and districts to support a positive experience for all

#### *Registration*

- Utilize the PowerUp Sports Management System, along with excellent phone and in-person skills to make the registration process smooth for everyone
- Ensure all background details, such as PowerUp setup and financial reporting, are in excellent order

#### *Scheduling & Facility Management*

- Work closely with the technical staff to develop and manage all club schedules
- Book and manage field allocations and rentals through the City of Nanaimo

#### **Nanaimo United FC ~ Harbourside FC**

Located at Beban Park - Lions Pavilion, 2300 Bowen Rd, Nanaimo, BC, V9T 3K7

Mailing Address: PO Box 37072 Country Club PO, Nanaimo, BC, V9T 6N4

- Work closely with the Head Referee to ensure a smooth referee scheduling and support process
- Work with other regional clubs to schedule the regional house league
- Keep the clubhouse squeaky clean and coordinate all rentals

### *Communications*

- Build a regular system of communications in collaboration with your NUFC colleagues that keeps everyone up-to-date and informed
- Help the Executive Director keep the board of directors up-to-date on key events through regular communication

### *Finance*

- Liaise regularly with the club accountant and bookkeeper to ensure all financial matters are in order. This will include working with them to make sure bills are paid, money is collected, records are reconciled, and basic financial controls are in place

### *Equipment and Uniforms*

- Working closely with the Technical Lead, plan, order and manage all club, team and player equipment and uniforms. Coordinate distribution and return

### *General Administration*

- Keep the club office and records in great shape.
- Coordinate and lead an efficient system to ensure policies and procedures such as criminal record checks and concussion management policies are effectively implemented and documented.
- General administrative duties

### **Key Relationships**

- Reports to the Executive Director
- Works closely with the Technical Lead, the Head Referee & Mentor, and the Community Engagement Coordinator
- Works closely with the club accountant and bookkeeper
- Coordinates regularly with regional clubs and leagues, the Upper Island Soccer Association, and BC Soccer
- Coordinates regularly with the City of Nanaimo Parks & Recreation staff
- Occasionally directs volunteer or paid support staff

### **Experience and Education**

- Clear evidence of excellent customer service and organizational skills is a must! Previous related experience and / or education will be ideal
- Clear evidence of excellent communications skills
- Previous experience with a CRM or sports management system is preferred
- Previous experience within a sports organization or similar member-based organization is preferred
- Applicable post-secondary credential is preferred

### **Other Requirements**

- Current (within last 3 years) criminal record check

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- Respect in Sport Activity Leaders Certification (May be completed after hire)
- Access to your own transportation

### **Schedule, Salary, and Term**

- Full time position with weekend hours for a portion of the year
- Occasional travel in the region may be required to attend league or district meetings
- Hybrid work arrangements are possible
- \$44,000 - \$60,000 (based on experience and education)
- 4 weeks holidays with Christmas season closure

### **Application Details**

- Applications are accepted on a rolling basis. Only those applicants invited to attend an interview will be contacted
- Job to commence as soon as possible
- Please send resume and covering letter to:

Jason Coates  
Executive Director, Nanaimo United FC  
[jcoates@nanaimounitedfc.com](mailto:jcoates@nanaimounitedfc.com)

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