

RELATIONSHIP MANAGER

ABOUT US

viaSport BC (viaSport) is an independent not-for-profit organization and a legacy of the Vancouver 2010 Olympics and Paralympic Games operating as the provincial government's lead agency responsible for promoting and developing amateur sport in British Columbia.

viaSport's purpose is to lead the development and growth of amateur sport in BC by working closely with the Ministry of Tourism, Arts, Culture and Sport to steward the provincial government investment in amateur sport. It works directly with [viaSport Designated Sport Organizations](#) in BC to build a stronger more effective sport system, while striving to work collaboratively with all stakeholders to build public trust and confidence in amateur sport."

viaSport is proud to be an equal opportunity employer. We recognize that a diverse work force is critical to accomplishing our vision and are committed to fostering a culture of inclusion where all employees are supported to reach their potential. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. viaSport welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

JOB SUMMARY

Reporting to the Director, Sport Development, the Manager will play a critical role in managing and nurturing partnerships with organizations within the Designation Program.

The Relationship Manager serves as the primary liaison between viaSport and a portfolio of approximately 25 organizations. The core focus is to foster strong, trust-based relationships for mutual benefit. This includes understanding the needs, challenges and goals of each Designated Organization and providing support and guidance to deepen organizational knowledge and capacity. This role requires strong interpersonal skills and a collaborative mindset to foster meaningful, long-term partnerships that drive impact.

The Manager will also oversee sport development projects that support organizational objectives related to building the capacity of sport organizations at the provincial and local level.

PRIMARY RESPONSIBILITIES

1. Relationship Management

- Communication: Establish a consistent, regular flow of communication with identified organizations within the Designation Program.
- Engagement & Collaboration:
 - i. Connect with sport leaders by attending key events and meetings to understand their structure, goals and needs.
 - ii. Identify organizational successes or areas where organizations are achieving leading practices.
 - iii. Identify organizational challenges and provide guidance to navigate.
 - iv. Support organizations by connecting them with resources, training, shared services and sharing of leading practices.

- v. Use of CRM or tracking systems to monitor engagement and measure progress and alignment to Designation Program Standards.
- vi. Support the implementation of formal evaluation processes as necessary.
- vii. Partner to explore creative solutions to address common needs across organizations.

2. Project Management

- Develop and implement project plans.
- Work collaboratively with project team(s) and partners to identify opportunities and barriers to implementation and develop solutions.
- Develop metrics and measure progress.
- Create reports highlighting progress, outcomes and learnings.

3. Other duties as assigned.

QUALIFICATIONS AND COMPETENCIES

- Post-secondary education in business administration, sport management or a related field.
- 5+ years' experience in relationship development, community engagement and/or project management.
- Sport Knowledge
 - Understanding of the sport system in BC, viaSport Designation Program and standards and the role of the provincial sport organization.
 - Familiarity with non-profit governance models and operational practices.
- Communication skills
 - Effective verbal and written skills for conveying information clearly.
 - Ability to listen to deepen understanding.
- Interpersonal skills
 - Ability to connect with individuals and build rapport.
 - Comfort with a dynamic approach, which emphasizes adaptability, continuous improvement, and responsiveness to the needs and preferences of different organizations.
 - Experience with client engagement with a focus on mutual value and goal alignment.
- Analytical skills
 - Uses data and critical thinking to recognize trends, support informed decisions and advance solutions.
- Project Management
 - Ability to set objectives and create clear, actionable plans.
 - Experience with leading projects and consultants.
 - Familiarity with tools and mechanisms for monitoring progress and measuring success.

WORKING ENVIRONMENT

- Hybrid work arrangement at home and at the office location: 1351-409 Granville Street, Vancouver.
- Full-time (37.5 hours per week) – with flexibility to work evenings or weekends on occasion.
- Salary range between \$65,000 and \$80,000 annually based on experience.
- Compensation package also includes comprehensive health benefits program, RRSP match (up to 3%), and 3 weeks' vacation within the first year.
- Employees are subject to [viaSport policies](#) and will be required to complete a Criminal Record Check prior to confirming employment.

APPLICATION

To apply submit your resume and cover letter using the form below by October 17, 2025.

https://viasport.formstack.com/forms/job_application_form