
Position Title: Coordinator, Member Services

Terms of Employment: Fulltime

Location: Saskatoon or Regina

Reports to: Executive Director

Closing date: May 10, 2024

General Role and Responsibilities

The Coordinator, Member Services' primary role is to provide direction, leadership and management of the member services strategy of the Association, in accordance with the Association's Mission, Values, strategic goals and priorities, and policies and plans.

The SSA is a membership-based, non-profit organization, incorporated for the purpose of governing the sport of soccer in the Province of Saskatchewan.

Accountability:

- (a) The Coordinator, Member services shall be accountable to the Executive Director.
- (b) The Coordinator, Member Services shall report to the Executive Director on an ongoing basis on membership-related matters.
- (c) The Coordinator, Member Services shall ensure that the Executive Director has all of the information necessary to properly carry out the responsibilities of the Association.

Duties:

The Coordinator, Member Services is responsible for the following:

Member Organization Relationship Management

- Provide strategic support to Member Organizations
- Coordinate the Relationship Management strategy with Member Organizations
- Source and manage opportunities for Member Organization Development
- Build and manage beneficial partnerships with supporting organizations.
- Attract and onboard new Member Organizations

RAMP Project Management

- Coordinate relationship with RAMP (Sports Management System)
- Provide support when required to assist staff and membership with RAMP implementation.
- Facilitate and lead the RAMP Ticket Tracker
- Review and implement registration developments.

Survey & Feedback Strategy Execution

- Coordinate the execution of the SSA Survey Strategy
- Coordinate the implementation of Surveying into SSA Standard Operating Procedures
- Work in coordination with Marketing & Communications lead to deliver results of Survey Strategy to Membership and other stakeholders

MAP Grant + Incentivization Program

- Coordinate the strategy of MO incentivization aligned to SSA Strategic Objectives
- Lead and execute the MAP Grant Program

Other Responsibilities

- Support SSA Leadership with any projects or tasks assigned by Executive Director
- Support Policy Development
- Support Communications Strategy
- Support Risk Management and maintaining of Risk Matrix
- Reporting Outputs and Outcomes
- Provide and monitor Registration Projections

Qualifications

The successful candidate will have a relevant university degree (e.g. MBA, business administration, management, policy studies) and at least 3 years of administrative experience in non-for-profit sport.

Other Requirements

The successful candidate must be bondable for a minimum of \$100,000 to comply with Sask Sport funding requirements and is required to submit a criminal record check.

Please submit resume, including references and salary expectations to: Executive Director, Steven Porter at s.porter@sasksoccer.com by May 10th, 2024.