



MEMBER SERVICES COORDINATOR

Position Title:

Member Services Coordinator (Full Time)

Supervisor Title:

Director of Administration and Member Services

Rugby Ontario:

Rugby Ontario is the provincial sports governing body responsible for the organization of rugby in Ontario. Our vision is to lead the sport of rugby in Ontario into a new era of growth through increased participation, community involvement, sound administration and successful player development. Our mission is to establish a stronger identity for rugby in Ontario by promoting the sport's core values and by fostering a culture of inclusiveness and excellence on and off the field of play.

Job Description:

The Rugby Ontario Member Services Coordinator is primarily responsible for delivering services to Rugby Ontario Member clubs in the areas of registration, insurance, discipline and merchandising. This position reports directly to the Director of Administration and Member Services and requires working closely with clubs, other staff members and volunteers. The Member Services Coordinator will be a motivated and energetic person looking to develop their skills and experience in sport management and administration, recreation or non-profit areas.

Principle Responsibilities:

- Manage the Rugby Ontario/Canada registration/insurance program
 - Liaison with Member Clubs; Rugby Canada and database company on registration issues
 - Assist in the registration reconciliation process
 - Process Insurance Certificate requests
 - Manage registrant requests (loans, transfers, refunds, age category changes)
 - Manage tour/tournament/exhibition/clinic/program sanctions
- Coordinate the Rugby Ontario Club Membership registration process
 - Process & track member club applications
 - Send reminders as required to clubs about membership status
- Coordinate Rugby Ontario's Merchandise Sales
 - Manage merchandise stock inventory and ordering
 - Lead merchandise sales at Rugby Ontario major events
- Coordinate the Rugby Ontario Discipline & Appeals Process
 - Set up discipline and appeal hearing meetings/calls
 - Manage a Provincial discipline database
 - Attend hearings as required
 - Liaison with and be the ex-officio member of the Rugby Ontario Discipline, Appeals and Investigations Committee
- Research Grant and funding opportunities for Rugby Ontario and the membership Communicate and educate membership of opportunities



- Assist in the delivery of Rugby Ontario off field (e.g. AGM, Hall of Fame) & on field events (e.g. Minor Festival, Junior Championships, McCormick Cup) as required
- Assist in the delivery of Rugby Ontario requirements with external stakeholders agreements related to Member Services (e.g. Sportlomo).

Desired Experience and Qualifications

- A post-secondary level of education in a related field of study (i.e. Sports Management, Recreation, Event Planning/Management, Community Development)
- Strong leadership and organizational and communication skills
- Exceptional planning, analytical and reporting skills
- Self-directed and results oriented with the ability to multi-task and problem solve
- Proficient computer skills using both Mac and PC, and Microsoft Office
- Knowledge of Rugby Ontario and the Ontario rugby community is an asset but not essential
- Ability to work within a flexible schedule
- Demonstrated strong values and ethics, in accordance with Rugby Ontario's organizational values (and other Rugby Ontario policies), through personal and professional behaviours
- Demonstrated experience working with and supporting volunteers and/or in customer service

The incumbent must also demonstrate the following personal attributes that reflect Rugby Ontario's organizational values:

Accountability: by acting in a fiscally responsible and transparent manner with Rugby Ontario funds, governance and operations

Excellence: by designing and delivering the best possible programs and services for all Rugby Ontario stakeholders

Accessibility: to all Ontarians, regardless of gender, ethnicity, ability or socio-economic status

Innovation: being a leader amongst sport organizations by continually looking for ways to improve

Fairness: by being consistent in the interpretation and application of policies and procedures, and on all matters related to the governance and operations of Rugby Ontario

Respect: acknowledge and accept the feedback and input from stakeholders in a way that is mindful of diversified viewpoints and engages contributions to Rugby in a spirit of sportsmanship and community

Compensation Package:

Salary will be commensurate with experience, with an expected first-year salary of \$40,000 and company benefits program

Location/Provincial Office:

Abilities Centre, 55 Gordon St, Whitby ON L1N 0J2

To Apply:

Please forward your cover letter and resume as one attachment via email by 5:00pm ET on Thursday, February 14, 2019 to David Patterson, Rugby Ontario Director of Administration and Member Services at dpatterson@rugbyontario.com citing the position title in the subject line.

Rugby Ontario is an equal opportunity employer. We welcome and encourage applications from all qualified candidates.