



Canada Artistic Swimming is inviting applications for a full-time position for:

Member Services/Event Manager

OVERVIEW

The Member Services/Event Manager has overall responsibility for providing support to the CEO and other senior management with a specific emphasis on Member services and events. Significant duties include planning, organizing, and supervising Member programs with an emphasis on achieving Canada Artistic Swimming's (CAS) strategic plan, as well as managing specific aspects of national and international competitions hosted by CAS. He/she provides assistance to the CEO including managing communication with the Board of Directors and Members and to the Director of Communications and Events related to the execution of event functions.

CORE COMPETENCIES

- Establishes clear priorities and manages projects, activities and resources effectively with specific attention to detail.
- Highly organized with strong problem-solving skills
- Able to multi-task and navigate multiple projects, deadlines and potentially conflicting priorities
- Excellent judgment and conflict resolution skills.
- Ability to take initiative, work independently and work as part of a team (fosters team environment).
- Excellent written and verbal communication skills including ability to proof and edit others' work
- Excellent customer service orientation.
- Able to handle sensitive information in a professional and confidential manner.
- Excellent computer application skills
- Works effectively in a fast-paced, high-pressure environment.
- Bilingualism (English/French) an asset

SPECIFIC DUTIES

- Provide general administrative and project management support as requested, including but not limited to document preparation in Word, PowerPoint or Excel; is responsible for membership database support, and communication of updates, rules

and other information; Prepare documents using Adobe creative products (eg InDesign) and other software programs.

- Maintains the office calendar, assist with meeting preparation including the production and collating of resource documents, issuing gotomeeting invitations for Member and committee meetings and drafting of Board minutes
- Provide meeting, event and other travel logistics support including bookings for travel and hotel bedrooms, meeting space, meals and audio-visual requirements and coordination of event VIP programs and registration processes on site
- Via phone, mail and email, provide support to Members, suppliers and customers, supplying general information where appropriate and redirecting detailed or technical inquiries to the best person
- Oversee various administrative functions including: the mailing/shipping of packages and event materials; coordinating and tracking of translation requests and submissions, ensuring timely execution and follow up
- Coordinate the work of vendors and suppliers when needed, provide logistical support and monitor their performance to ensure acceptable and timely delivery of product or services
- Consult and coordinate with members of the staff and volunteer committees as required. Provide information and guidance to assist in the preparation of research, presentations and reports to funding partners.
- Perform financial processes including: facilitating various order fulfillment and international club bids through to invoicing. Assist with e-transfer tracking and bank deposits. Responsible for coordinating and completing various event funding grant applications.

GENERAL DUTIES

- Perform the duties stated as a responsible term employee of Canada Artistic Swimming observing and supporting all policies and procedures as set by the Board of Directors
- Represent the vision, mission and values of Canada Artistic Swimming, and conducts oneself according to ethical standards generally accepted in business.

QUALIFICATIONS, EXPERIENCE AND KEY SKILLS

- A minimum of an undergraduate degree in Sport, Business or related field, or demonstrated equivalent experience and development
- More than five years of project and/or event management experience.
- Skills and knowledge of the MS Office Suite is required. Wordpress website knowledge and Adobe graphic tools an asset; knowledge of Basecamp and various on-line survey tools (eg formstack) an asset.
- Excellence in organizational management with the ability to work effectively on a diverse staff team or independently, manage, and execute events, set and achieve objectives, and manage a budget;
- Strong written, verbal and listening communication skills;

- Passionate, possessing great integrity, a positive attitude, is mission-driven, and self-directed.
- Experience working with volunteers is an asset

ADDITIONAL JOB REQUIREMENTS

- Able to work weekends and flexible hours of work as required.
- Travel to attend meetings or events if required.

COMPENSATION

- The compensation package will be based on the successful candidate's qualifications and experience.

APPLICATION PROCESS

- Apply in confidence by sending your cover letter and resume by March 15, 2019 to Jackie Buckingham, CEO, at jackie@artisticswimming.ca