

EMPLOYMENT OPPORTUNITY

Membership Services Coordinator

Location: 60 Scarsdale Rd, Unit 111, Toronto, ON

Supervisor's Title: Director of Finance & Administration

Hours: 37.5 hours per week

Salary Range: Commensurate with experience

Benefits: Provided

Closing Date: January 27, 2023.

ONTARIO VOLLEYBALL ASSOCIATION

The Ontario Volleyball Association (OVA) is a non-profit athlete-centered provincial sports association providing leadership in the growth, development and delivery of indoor, beach and sitting volleyball in Ontario.

It is our vision to provide a fun, safe and rewarding environment through a commitment to Volleyball for Life. To that end, the OVA engages with the community to support athletes through quality service and by offering a safe sport experience. The OVA supports the holistic development of athletes by providing a clear and comprehensive development pathway for all stages and abilities. Further, the OVA strives to inspire Clubs, coaches and referees with continuous learning and improvement opportunities

JOB SUMMARY

The position of Membership Services Coordinator is a full-time position that encompasses a broad range of tasks and responsibilities including; membership services, insurance program management, event sanctioning administration and office administration. This role is the main contact point for our members and is therefore key in supporting the OVA's goal of providing excellent customer service to athletes and members.

KEY ROLES AND RESPONSIBILITIES

Under the supervision of the Director of Finance & Administration, the incumbent will assist in the delivery of key OVA deliverables and encompasses a broad range of tasks and responsibilities, such as:

Membership Services/Customer Service

- Answer all incoming telephone enquiries and emails
- Take initiative to address member concerns in an efficient and timely manner

Membership Registration System (MRS) Assistance

- Assist the OVA membership with all MRS related questions
- Provide support to OVA members regarding OVA registration processes pertaining to membership and event registration

Insurance Program:

- Manage insurance requests for all OVA Club teams, programs and sanctioned events (both indoor and beach)

Event Sanctioning:

- Manage indoor and beach event sanction requests
- Act as OVA liaison to Event Directors
- Update the OVA website with sanctioned event information

OVAation Awards Banquet & Volunteer Recognition

- Lead in the co-ordination, delivery and evaluation of the annual OVA Volunteers Awards Banquet
- Office Liaison to the OVA Awards Committee
- Develop and deliver OVA Hall of Fame program

Ontario Championships

- Assist the Director of Volleyball Operations with delivery of annual Ontario Championships
- Will require offsite/weekend work throughout the month of April each year

General Office Duties

- Fulfill OVA online shopping cart orders
- Order office supplies for the association
- Other duties as assigned by Director of Finance & Administration

REQUIREMENTS & QUALIFICATIONS

- Exceptional customer service skills
- Strong interpersonal skills with high degree of diplomacy, discretion, maturity, and judgment
- Excellent time management and organizational skills
- Ability to work under pressure and with short deadlines
- Strong verbal and written communication skills
- Excellent working knowledge of current software including Outlook, Word, Excel, Power Point
- Demonstrate initiative and innovative thinking, autonomy, flexibility, confidence and a strong work ethic
- Business/Sport Administration college or university degree preferred



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 info@ontariovolleyball.org
 1-800-372-1568

The incumbent must also demonstrate the following personal attributes that reflect the OVA's Organizational Standards:

- Foster an inclusive community
- Treat all people with dignity and kindness
- Act with integrity in all that we do
- Utilize collaboration to meet our common purpose
- Embrace innovation with bold creativity
- Challenge excellence and continuous learning, always

TO APPLY

Requirements for applying:

- Cover letter summarizing motivations, expected salary range and candidate's main skills related to the position
- Resume
- Reference Letters (2)

Please submit your resume electronically by quoting – Membership Services Coordinator in the subject line (MS Word or pdf format only) to info@ontariovolleyball.org by Friday January 27, 2023 by 11:59PM.

The OVA is an equal opportunity employer. The OVA is committed to providing an environment that is accessible by all and will make all reasonable accommodations for job applicants with disabilities in order to support their full participation in our recruitment process.

We thank you for your application but only potential candidates will be contacted to set up an interview.