



MEMBER SERVICES MANAGER

Job Description

Assist SSCV in achieving the vision and mission of the organization in both specific and general job responsibilities.

To provide service to the SSCV membership and support the vision and mission of SSCV by performing all job responsibilities to the highest professional standard while exhibiting exemplary ethical and moral values in support of SSCV's core values of "Character, Courage, Commitment".

To provide to the membership and guests (including but not limited to volunteers, athletes, parents, and alumni) the highest level of customer service and support.

To strive to improve SSCV and its programs by providing timely and constructive input to the SSCV management team and fellow employees in the development and execution of the annual operational plan.

To accept and adhere to the policies, rules and requirements as outlined in the SSCV Employee Handbook.

Mandatory Knowledge and Skills:

- Excellent disposition: professional manner and attitude, energetic and imaginative, able to remain calm under pressure, able to easily adapt to change
- Exceptional organizational skills and multitasking capabilities
- Exceptional communication skills; verbal and written
- Superior work ethic
- Comprehensive understanding of SSCV sport pipelines
- Competence operating all office equipment, including computer hardware, telephones, copiers and postal equipment
- Above average skills in Google Documents as well as adaptable web/software based mindset

Other Desirable Skills/ Qualifications:

- Competitive sports or coaching background
- Knowledge of snow sports industry

Work Hours:

Mid April to mid October Monday-Friday 9:00-5:00 at VSSA

Mid October to mid April Wednesday-Sunday 8:00-5:00 at SSCV*

*Tuesday-Sunday schedule may be necessary during November

The Member Services Manager is a year round position that reports the General Manager.

Responsibilities:

- Human Resources:
 - Issuing employment agreements
 - Support orientation efforts
 - Schedule employee headshots and team photos every fall
 - Collecting all required documentation from employees prior to start date
 - Run background checks and ensure pre-employment drugs screens for all employees
 - Issuance of employee equipment (ie uniform, radio, cameras, building keys)
 - Maintain staff calendar, schedule monthly winter all staff meetings

- Member Services
 - Create and distribute membership surveys; compile results and distribute
 - Act as point person for all program inquiries and applications, communicating with parents and athletes regarding program choices
 - Assist in Early Season Training check in of teams
 - Maintain accurate participant rosters and eligibility for programs and camps
 - Enroll all season long and summer camp applicants through Camp Minder
 - Distribute, sign out, collect, maintain and clean athlete uniforms

- Website & Database:
 - Maintain Camp Minder database
 - Update and build athlete application annually
 - Update and build billing items and seasonal programs in conjunction with finance staff
 - Create user profiles for staff to access athlete information
 - Teach staff how to use Camp Minder
 - Maintain website via Content Management System – Creative Navigation
 - Update program descriptions yearly
 - Update employee profiles yearly
 - Complete basic maintenance throughout the year

Other Responsibilities

- Maintain SSCV clubhouse
 - Schedule driveway snow maintenance as well as weekly/monthly clubhouse cleaning
 - Stock cleaning supplies
 - Schedule weekly pick up/drop off duty
- Support SSCV events (secondary job function)
- Produce the annual operational plan
- Assist in insurance responsibilities with aid of General Manager
- Schedule monthly management team meetings and produce meeting minutes
- Manage merchandising and point of sale of all SSCV products and services
- Additional responsibilities as assigned