



## SWIMMING / NATATION CANADA JOB POSTING

<b>Position</b>	Coordinator, Membership Services
<b>Reports to</b>	Associate Director, Operations
<b>Location</b>	Ottawa, Ontario
<b>Job Type</b>	Hybrid, in-person a minimum of three days a week
<b>Date Revised</b>	March 2025

### ABOUT SWIMMING CANADA

Swimming Canada serves as the national governing body of competitive swimming. We inspire Canadians through world leading performances to embrace a lifestyle of swimming, sport, fitness and health. Canada is a global leader in high performance swimming and development for both Olympic Program and Paralympic Program swimmers. Swimming is recognized as one of the most celebrated and successful Canadian Summer Olympic and Paralympic sports.

Swimming Canada strives to foster a workplace in which all individuals maximize their potential, regardless of their differences. We are committed to attracting, developing and celebrating a diverse workforce that reflects the community we serve.

### ABOUT THE POSITION

The Coordinator, Membership Services, is responsible for the set-up, maintenance, and day-to-day support for all stakeholders, for the Registration and Event Management System (REMS) used by Swimming Canada, the PSOs, Clubs and registrants, as well as for the Learning Management System (LMS) used by Swimming Canada coaches and officials. They will support other organizational activities, such as the Annual General Meeting, all-staff events, Committees, and the Ottawa office.

### KEY RESPONSIBILITIES

- On an ongoing and daily basis, provide support to Club Administrators and Registrants in using REMS.
- On an ongoing and daily basis, provide support to PSOs, Club Administrators and Registrants in using the LMS.
- Maintain and oversee the LMS platform including coordination with the LMS developer, updating user guides and management of the development and implementation of enhancements.
- On an ongoing basis, maintain non-resident Canadian swimmers and Swimming Canada staff registrations.
- On an ongoing basis, maintain the upload of international event results.
- On an ongoing basis, maintain and oversee National Records for the Olympic and Paralympic Programs.



- Coordinate logistics for Swimming Canada’s Annual General Meeting (AGM), including compilation of documents, sending documents to the membership, tracking registration, setting up voting software, and providing support during the AGM.
- Assist with planning and execution of logistics for in-person meetings, such as company events (staff retreat, celebrations, Townhalls), Board meetings, AGM, etc. as required.
- Act as staff support for the Nominations Committee, including coordinating meeting dates, sending invitations, taking minutes, dissemination of information and coordinating interviews for nominees.
- Coordinate Swimming Canada administrative accounts related to office operations, including FedEx, Staples, etc.
- Lead procurement for various items, including office supplies, cleaning products, and other products as needed.
- Act as main contact for building operations.
- Coordinate procurement and scheduling of service providers (snow removal, landscaping, etc.).
- Regularly prepare and disseminate information to staff regarding office and building operations, employee events, etc.
- Responsible for the general phone line and various general inboxes.
- Conduct and track inventory of information technology and building items.
- Participate in the Joint Health and Safety Committee.
- Assist with internal reporting or documentation as required.
- Other duties as required.

## **EXPERIENCE, QUALIFICATIONS AND REQUIREMENTS**

- Completion of post-secondary education or equivalent experience.
- Experience with customer relationship management (CRM) systems or registration databases would be a strong asset.
- Technical swimming knowledge and experience would be considered a strong asset.
- Knowledge of, or experience in providing administration support, and/or planning and executing events would be considered assets.
- Strong organizational and planning skills, with the ability to work on a variety of projects at a time, and work comfortably in a deadline driven environment.
- Excellent attention to detail.
- Strong interpersonal skills in order to deal with a wide variety of individuals.
- Strong verbal and writing skills in English and French is required.
- Ability to communicate with a wide variety of individuals in supporting customers.



- Ability to work independently and as part of a team.
- Ability to build and maintain relationships with internal and external stakeholders.
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Experience dealing directly with customers would be considered a strong asset.
- Currently legally eligible to work in Canada.

### **WORK LOCATION**

This is a full-time, permanent position working primarily out of the Ottawa office at least three days a week (Tuesdays and Wednesdays required).

The Ottawa Office is located on the traditional territory of the Algonquin Anishinabek People.

### **TOTAL REWARDS**

The annual base salary for this position is commensurate with qualifications and experience, and within a range of \$47,500-50,000.

This position comes with a health and dental benefits package, Group RRSP matching plan, an annual wellness benefit, and annual salary increases, as outlined in the Employee Handbook.

### **APPLICATION**

Candidates are asked to submit a cover letter and resume via the link below **by 9am ET on Monday, April 7, 2025**.

Swimming Canada is committed to providing accommodations. If you require an accommodation for a disability as part of the hiring process, please contact [szuro@swimming.ca](mailto:szuro@swimming.ca).

Any questions regarding the position can be directed to [jobs@swimming.ca](mailto:jobs@swimming.ca).

Interviews will take place virtually or in-person at the Ottawa office the week of April 14, 2025.

Link: <https://swimmingcanada.bamboohr.com/careers>

We thank all candidates for their interest, however, only candidates invited to an interview will be contacted.