



## SWIMMING / NATATION CANADA JOB POSTING

<b>Position</b>	Manager, Member Services
<b>Reports to</b>	Associate Director, Operations
<b>Location</b>	Ottawa, Ontario
<b>Job Type</b>	In-person a minimum of two to three days a week
<b>Date Revised</b>	May 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 Manager, Member Services, is responsible for the set-up, maintenance, and day-to-day support for all user groups, 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.

### KEY RESPONSIBILITIES

- Lead and act as the primary point of contact with the REMS provider in managing system issues, enhancements, and consolidates such activities on behalf of all user groups.
- Manage and oversee the REMS Support Model.
- Responsible for all communications related to REMS.
- Provide ongoing support to internal users REMS (Swimming Canada staff).
- On an ongoing and daily basis, provide support to all user groups in using REMS.
- Reconciliation of season's registration statistics as required by Finance department for annual audit.
- Annual reporting of registration statistics.
- Lead and act as the primary point of contact with the LMS provider in managing system issues, enhancements, and consolidates such activities on behalf of all user groups.
- Provide ongoing support to internal users of the LMS.
- Oversee and manage office and building operations for the Ottawa office.
- Provide day-to-day management of direct reports.
- Assist with planning and execution of the Annual General Meeting.



- Other duties as required.

## EXPERIENCE, QUALIFICATIONS AND REQUIREMENTS

- Completion of post-secondary education or equivalent experience is required.
- Two to five years of experience in a similar or relevant role.
- Experience with customer relationship management (CRM) systems or registration databases is required.
- 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.
- People-focused, service-minded troubleshooting and problem skills.
- Strong interpersonal skills in order to deal with a wide variety of audiences.
- Excellent customer service skills, with the ability to facilitate.
- Strong verbal and writing skills in English and French are required.
- Ability to work independently and as part of a team.
- Ability to build and maintain relationships with internal and external groups.
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- Knowledge of the Canadian sport system would be considered a strong asset. Currently legally eligible to work in Canada.

## WORK LOCATION

This is a full-time permanent position, working out of the Ottawa office.

The ideal candidate will be available to start by in July 2025.

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 \$55,000-62,000.

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, May 26, 2025**. The cover letter and resume should demonstrate evidence of alignment to the key responsibilities, required experience, and qualifications listed above.



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).

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

## **INTERVIEWS**

Interviews will take place in-person or virtually June 11 to 13, 2025.

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