



# Employment Opportunity

## Member Services & Communications Manager

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### ORGANIZATION OVERVIEW

Softball BC is the governing body for softball in the province of British Columbia. Committed to providing leadership and development to participants throughout the province, we are a dynamic, forward-thinking organization.

[website](#)

### ROLE SUMMARY

Reporting directly to the Executive Director, the Member Services and Communications Manager serves as the primary point of contact for our members. They oversee and manage Softball BC's province-wide membership database and serve as the primary contact to all member associations and clubs for support and implementation of the database at the local level. The manager provides support to members and enhances the delivery of services to key stakeholders and participants through effective communication strategies. They also lead the delivery of our volunteer recognition program.

### JOB DETAILS

Location: Fully remote, but must reside in British Columbia  
Reporting to: Executive Director  
Job Status: 18-month Contract, Full Time, (75 hours bi-weekly)  
Compensation: Annual salary range is \$55,000 to \$65,000.  
Comprehensive extended health care benefits with an employer-matched RSP contribution plan.  
Start Date: February 2, 2026  
End Date: September 3, 2027

### TO APPLY

The application deadline is **midnight, Sunday, December 14, 2025**. Please submit your cover letter and CV to [executive.director@softball.bc.ca](mailto:executive.director@softball.bc.ca). Only individuals chosen for an interview will be contacted.

Softball BC is proud to be an equal opportunity employer, committed to creating an inclusive workforce that reflects the diverse community we proudly serve. All applicants will receive consideration for employment without regard to race, colour, national or ethnic origin, religion, sex, sexual orientation, gender identity or expression, disability, or age. If you require any support or accommodations throughout any stage of the recruitment process, please advise the Executive Director at the email address provided in this post.

### REQUIRED KNOWLEDGE, SKILLS, ABILITIES

You should have:

- Must reside in the province of British Columbia.
- Degree in Business Administration and/or related experience in an administrative field.
- 2–3 years of experience in event management and customer service is preferred.



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- Demonstrated ability to learn new client management platforms, such as RAMP Interactive, is essential.
- Demonstrated excellence in the use of social media and website platforms.
- Strong communication, relationship-building, and interpersonal skills.
- Highly organized and proactive with superb time management in a busy working environment.
- Ability to work both independently and in a team under stressful and high-pressure situations.
- Excellent problem-solving and conflict-resolution skills with the proven ability to lead others.
- Strong written and verbal communication skills with the ability to adapt to a fast-paced environment.
- Knowledge of Google Workspace and strong computer skills.
- Completion and maintenance of a clear Criminal Record Check is required.
- Flexibility in work hours is essential as some evening and weekend work is required.
- Ability to travel within the province to events and meetings is required.
- Familiarity with the administration and developmental organization of softball at all levels is an asset.
- Knowledge of the BC sport delivery system is an asset.

#### **KEY RESPONSIBILITIES:**

- **Member Registration Services**
  - Manage and facilitate member and team registrations using Softball BC's online portal. Assist volunteers and staff in registering members correctly and fully each year.
  - As requested, produce membership reports, including trend evaluations, for viaSport and Softball Canada.
  - Manage and update membership lists, including the club executive contact list, district representatives, the board of directors, and staff.
- **Member Services**
  - First point of contact for general queries and requests.
  - Provide timely responses and resources to all members and the general public.
- **Communications**
  - Create and manage the annual communications plan for Softball BC that provides clear direction on the work to be accomplished as it pertains to publications, bulletins, newsletters, social media posts, and website management.
  - Oversee the production and distribution of bulletins and newsletters, which includes creating and curating content, managing the distribution software and ensuring compliance with CASL regulations.
  - Create and curate content to post to all Softball BC social media platforms. Monitor all platforms for engagement.
  - Manage the content of the Softball BC website, including the site map, to ensure intuitive navigation for all visitors. This may require creating or curating content from time to time.



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- Oversee the design, editing and printing of Softball BC publications (both paper and digitally based).
- Implement tactics to facilitate the preparation of quarterly analytical reports.
- **Sponsorship**
  - In consultation with the Executive Director, liaise with the organization's sponsors to curate content for the newsletters, website, and social media posts.
- **Member Meetings & Events**
  - Support the Executive Director in planning and delivering all general meetings of members or related activities.
- **Member Recognition**
  - Provide administrative and communications support to the Hall of Fame Committee and the Awards Committee.
  - Oversee and manage the volunteer recognition program, including planning and delivering the Annual Awards Banquet.
  - Oversee the creation and maintenance of a recognition (awards) database.
  - Oversee the annual update of the Wall of Fame located at Softball City and the in-house Hall of Fame frame.
- **Programs**
  - Assist with the promotions and registration (RAMP and website) for all coach, umpire, and player development initiatives.
  - Manage external credit programs.
- **Insurance**
  - As directed by the Executive Director, assist with managing the organization's member insurance program administration, providing a resource to our members, and ensuring compliance with program requirements.
  - Administrative support for member benefits, including insurance.
  - Provide oversight of volunteer screening procedures to clubs and members.
- **General Administration**
  - Effectively manage budgets for their portfolio and provide reconciliations to the accountant as needed.
  - Ensures that time-sensitive items are highlighted and brought to the attention of the Executive Director or other appropriate staff. Follows through on critical or time-sensitive messages.
  - Other duties as assigned from time to time by the Executive Director.
  - When applicable, supervise summer students from the Canada Summer Jobs Program.