



305-4420 Chatterton Way  
Victoria, BC V8X 5J2  
(778) 430-9100  
www.swimbc.ca

# Swim BC Job Posting

**Position:** Manager, Member Services

**Application Deadline:** December 1, 2025

**Expected Start Date:** January 2026 (negotiable)

**Location:** Victoria, BC

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## About Swim BC

[Swim BC](#) is the provincial governing body for competitive swimming in British Columbia. We are responsible for the conduct of all competition; development of athletes, coaches, official's; administering club services; membership registration; sport governance and sport system management. Our programs support a membership of over 12,000 swimmers, coaches, officials, and administrators in over 70 clubs throughout the province.

**Vision:** A thriving swimming community inspired to achieve our individual and collective best.

**Mission:** Supporting competitive swimming through leadership, connection, and good governance.

**Values:** Community / Integrity / Innovation / Stewardship

The Swim BC office is located on the unceded territories of the ləkʷəŋən speaking people known today as the Songhees, the SXIMELEL (Esquimalt) and the WSÁNEĆ First Nations.

## Position Overview

We have an opportunity for a highly motivated and skilled individual to join our team in the position of Manager, Members Services. The successful candidate will provide direction, management, and support to the membership of Swim BC with a specific emphasis on general membership services; insurance interpretation; Club Excellence (Club Application, Club Report); BC Swimming Congress / Awards Banquet; and club governance and management resources. Significant duties include oversight of organizational policies; communicating and assisting with the interpretation of the associations policies; supporting membership inquiries; and coordinating member communications and website content.



### **Responsibilities and Duties include but are not limited to:**

- Club resources:
  - Club education and club development resources including best practices and learning hub.
  - Club Manual maintenance, interpretation, promotion
  - Template policies maintenance, interpretation, promotion
  - New Club application vetting, pre-screening, and review; including MSABC.
  - Facility declaration process management
  - Club Policy - ensure membership application and adherence to policy including pre-screening of new club applications.
  - CCES Governance training for clubs (viaSport)
- Registration supervision:
  - Oversight of Administration Coordinator regarding annual registration manuals, policies, and procedures
  - Registration manual development and maintenance
  - Swimming Canada registration system oversight and launch manager.
  - MSABC registration liaison and management
- Communications
  - Membership Newsletter content development and coordination
  - Social media - club development content
  - Advocacy 'celebrations' coordination and campaigns- ie/ national coach week, national volunteer week, etc. - develop awareness campaign directed to membership / clubs.
- Financial Operations Management
  - Oversight of membership fees receivables (Administration Coordinator)
  - Oversight and refinement of Swim BC financial procedures (Admin. Coord. and Bookkeeper)
  - Monthly departmental financial status reports (Bookkeeper)
  - Credit Card oversight (Administration Coordinator)
- Club Application / Accountability management.
  - Develop and manage the process to accommodate required submission of annual documents for Club Application
  - Manage Club Accountability including societies act status, policies, integration to Club Excellence program (in development)
  - Club policy compliance
  - Club governance reporting for Club Excellence program



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- Member Insurance Management
  - Club insurance queries
  - Certificate of Insurance management
  - Sport BC Insurance services liaison
  
- SafeSport:
  - Management of SafeSport promotion, presentation, and web content.
  - viaSport programming integration and web presence
  - Swim BC Screening Policy and CRC program management
  - Membership SafeSport policy interpretation
  - Complaint Management
  - Club safety liaison program development and operations
  
- BC Swimming Congress / Awards Banquet management:
  - Administrative / Planning lead
  - Club Development Series – promotion, registration, conduct
  - Coaches Conference – assist with promotion, conduct
  - BC Swimming Awards and Hall of Fame Banquet – promotion, registration/ticketing, Hall of Fame inductee logistics, conduct.
  
- BC Swimming Hall of Fame:
  - Website management
  - Inductee services (induction ceremony invite, hosting, etc.)
  - Banner management
  
- Swim-A-Thon lead:
  - management, development, promotion, growth
  
- Website presentation / maintenance and growth of Club Resource materials
  
- Coach compliance team member

Other tasks as may be assigned from time to time based on operational needs.



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### **Key Skills and Qualifications**

- A university degree or college diploma in sport management, business administration, or a related field, or equivalent work experience.
- Knowledge of non-profit and sport governance, including policy interpretation, SafeSport/child protection, and membership compliance.
- Technologically adaptable, with a strong aptitude for learning new software applications (Experience with Swimming Canada's REMS software is a strong asset)
- Strong communication and prioritization skills, able to liaise and respond to multiple member inquiries
- Self-starter, critical thinker, ability to develop personal objectives and work without supervision
- Excellent written and verbal communication skills; experience creating content for newsletters, websites, and social media; ability to develop awareness campaigns and engage stakeholders.
- Highly organized, detail-oriented, proactive, and adaptable; strong interpersonal skills and a passion for sport development and community engagement.
- Proficiency in MS Office 365, familiarity with MS SharePoint / OneDrive and related applications is an asset
- Familiarity with budgeting, financial reporting, and oversight of administrative processes
- Experience planning and executing conferences, awards ceremonies, development series, and volunteer initiatives would be an asset
- Ability to adapt quickly, meet tight deadlines and handle frequent interruptions.
- Provide a satisfactory Criminal Records Check.
- Valid BC Driver's License

### **Remuneration / benefits / hours of work:**

- Competitive salary
- Health benefits package including dental and extended benefits.
- Vacation, statutory holidays – extended Christmas and Easter breaks.
- The position is full-time, 37.5 hours per week

**To apply, please email your cover letter and resume to Swim BC's Executive Director, Elmar Heger at [elmar.heger@swimbc.ca](mailto:elmar.heger@swimbc.ca) by December 1, 2025, at 11:59pm.**