

## Job Description

### Member Services Coordinator – Clubs (Full-Time)

**Working Relationship:** Reports to the General Manager; supervises Member Services Assistants.

*The Simon Fraser Student Society is an equal opportunity Employer.*

This is a full time (up to 35 hours) permanent position and is included in the Canadian Union of Public Employees (CUPE) Local 3338-5 at a wage rate of \$26.54 per hour with additional benefits as defined in the Collective Agreement.

**Core Duties:** The Member Services Coordinator - Clubs shares the following duties with all Member Services Coordinators.

1. Reception and Navigation
  - Manage the SFSS Student Centre and oversee the provision of effective front-line service for members, including in-person, telephone, and email contact
  - Maintain the Information and Referral Database and assist members with accessing and navigating the database
2. Club and Student Union Support
  - Administer the SFSS Granting and Loans Program
  - Develop and host workshops to help members be successful
  - Provide governance support (e.g., provide training on minute taking, bylaw creation, etc.)
  - Online training systems (e.g., Canvas or equivalent)
  - Develop and maintain content for online training
3. Event Support and Planning
  - Work collaboratively with Member Services Coordinator - Events, to ensure that appropriate event planning and staging support is provided to clubs, student unions and other student groups
4. Administration
  - Administer member services programming (e.g., legal clinic, food bank)

- Manage room, equipment, locker, permit, catering, and Facilities Services bookings
  - Monitor SFSS spaces for appropriate usage. Reset and maintain SFSS spaces as needed
  - Process invoices and cheque requisitions. Manage internal accounts for student groups
  - Oversee sales of products and services, and supervise cash reconciliations
  - Supervise and schedule employees
  - Other related duties at the request of the General Manager
5. Member Training
- Provide member orientations regarding SFSS services through different channels
  - Research, coordinate, and ensure the delivery of professional development training and orientation programs for members
6. Areas of Specialization
- Systems process review. Create and monitor processes and systems that exist to register: clubs, the vending program, the Winter Craft Fair, and SFSS Emergency Foodbank
  - Systems digital interface and support (the database). Work with the developer and student groups to design, streamline and improve data submission, tracking and functionality
  - Monitor usage of the database and submit requests for support and improvements to the database developer

To apply, email your cover letter and resume to [jobs@sfss.ca](mailto:jobs@sfss.ca) citing that you are applying for the **MSC - Clubs** in the subject line. Acceptable file formats include MS Word documents or PDF files. Unreadable files will be ignored. Applications must be received no later than **9:00 AM (PST) Tuesday, January 15<sup>th</sup>, 2019**. Desirable start date: as soon as possible. Applicants must be available to work Monday to Friday during regular office hours and a post-secondary degree or diploma in relevant field is required. Only applicants who are selected for interviews will be contacted.