Internal/External
Member Services Coordinator - Surrey
(Full-Time, Permanent)

The Simon Fraser Student Society (SFSS) is a not-for-profit organization that represents all Undergraduate Students at Simon Fraser University (SFU). The SFSS provides our members with a broad range of advocacy work, services, and events. The vision of the SFSS is realized through our support of students to reach their full potential - by providing resources and services that represent, connect and benefit our membership.

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

This is a full-time (35 hours/week) permanent position and is included in the Canadian Union of Public Employees (CUPE) Local 3338-5 at a wage rate of $26.94 per hour with additional benefits as defined in the Collective Agreement.

**Goal:**

The Member Services Coordinator – Surrey is the sole SFSS staff member at the Surrey Campus and is responsible for overseeing the functioning of SFSS spaces, facilitating access to SFU spaces, and providing SFSS services to the Surrey Campus Community.

**Reporting Structure/Working Relationship(s):**

The Member Services Coordinator - Surrey reports to and takes direction from the Operations Organizer, as well as the President.

**Duties and Responsibilities:**

*General*

- Develop and maintain relationships with members and groups, SFSS staff, SFU departments, and other key stakeholders
• Provide in person support for Surrey based clubs, student unions, and members
• Maintain regular communication with Burnaby based Member Services Coordinators to ensure continuity of service
• Provide support for the Surrey Campus Committee, including advising, event planning assistance, minute taking, record keeping, and budgeting
• Work with SFU Surrey Administration on issues concerning campus space, student advocacy, and community development
• Provide analysis and recommendations on opportunities for expansion and/or improvements to member services at the Surrey campus, and assist in planning and implementing any improvements
• Ensure the safety of all members within SFSS Surrey spaces, at SFSS Surrey Events and within SFSS Surrey groups

Administrative

• Facilitate space bookings for clubs, student unions, SFSS staff, and affiliated groups on Surrey Campus through SFU Meeting, Event and Conference Services
• Manage the SFSS Surrey Office and provide effective front-line service for members, including in-person, telephone, and email contact
• Process invoices, cheque requisitions, banking, cash reconciliations, and manage internal accounts for Surrey active student groups
• Collaborate with Burnaby based Member Services Coordinators in the ongoing development and assessment of guidelines and processes for member resources including but not limited to funding, training, space use, and events
• Ensure all member services are available to the Surrey Campus Community – food bank, lockers, granting, event planning etc
• Maintain SFSS Surrey Lounge and Offices – equipment, supplies etc

Events

• Assist in the planning and coordination of Surrey Campus Committee yearly and ad hoc events
• Work with Surrey based club and student union executives to plan events within the space use guidelines of MECS Surrey
• Plan and manage SFSS Hosted events to engage campus community including Surrey Clubs Days
• Collaborate with SFU Surrey Student engagement and other departments on both SFSS and SFU led events

Qualifications and Assets:

• A post-secondary degree or diploma in relevant field is preferred
Experience working with students in a leadership role and creating and managing guidelines an asset
Experience working within a bureaucratic structure such as a University an asset
Computing skills (Microsoft Office Suite, G-Suite, and database software)
Ability to work independently while collaborating with various stakeholders
Strong communication skills
Knowledge of/experience with conflict management an asset

Please send your documents as PDF files in Collage. Applications must be received no later than 5:00 pm (PST) on August 27th, 2021. Applicants must be available to work during regular office hours Monday to Friday.

The SFSS is committed to making a sustained effort in recruiting, nominating, and supporting skilled candidates who have a commitment to equality and justice, and we encourage applications from women, Black, Indigenous, and members of racialized communities, persons with disabilities, and members of LGBTQ+, cultural, religious and linguistic communities.

We thank all who apply, but only those candidates selected for interviews will be contacted.

Please Note: The SFSS is an independently incorporated organization working within the SFU community. This position is not an SFU staff position. For more information about the SFSS, please visit our website at: www.sfss.ca.