



**Waterloo Minor Soccer Club**  
2001 University Avenue East, Suite 107  
Waterloo, Ontario N2K 4K4  
Office 519-578-9680

**POSITION TITLE:** Member Services Coordinator  
**REPORTS TO:** Executive Director  
**TERM:** Part-Time, Permanent

## **BACKGROUND**

WMSC operates as a non-profit youth soccer club in the Regional Municipality of Waterloo. The club strives to offer its members the highest possible quality of programming. To support this goal our Member Services Coordinator will work to exceed the customer service expectations of all clients, including athletes, coaches, and parents, and will provide administrative support for all WMSC programs, courses, and initiatives.

## **KEY RESPONSIBILITIES**

### **1. Client Services and Communication Responsibilities**

- Serve every client positively, professionally, and efficiently; with a customer first attitude.
- Monitor WMSC general email and answer general inquiries (phone, walk-in members, email);
- Process and assist clients with all program registration, including payments, questions, and/or concerns. Ensuring that all aspects of the registration process are streamlined and client friendly;
- Assist, as needed, with player and team official requests and inquiries for WMSC programs including Recreational, Skills Centre, Competitive, OPDL and League 1 Ontario;
- Assist with member communication including emailing, and website updates.

### **2. Administrative Responsibilities**

- Assist in all club equipment and United-Wear tracking, distribution, sale, and maintenance;
- Process player and team official league registration in accordance with the timelines and processes prescribed by our governing body;
- Maintain records of all volunteer personnel files including tracking coaching certifications, police record checks, etc;
- Data entry (official member registration with the Ontario Soccer);
- Assist the Finance Administrator with accounts receivable collections;
- Event support as assigned (including, but not limited to, event set up and tear down, room and facility booking);
- Meeting support as assigned (including, but not limited to, room booking, minute taking, assisting with the Annual General Meeting);
- Support and liaise with all WMSC staff and volunteers on a variety of tasks, as needed.

### **3. Other duties as may be assigned from time-to-time by the Executive Director.**



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#### **4. Qualifications**

We are looking for someone who is:

- Enthusiastic, adaptable, and works well in a fast-paced environment;
- Serve clients positively, professionally and efficiently;
- Has a strong attention to detail;
- Is a quick learner and proficient using the computer;
- Possesses solid knowledge of MS Word and MS Excel;
- Must clear a criminal record check and vulnerable sector search;
- Prior experience within a not-for-profit sport environment is an asset.

Interested candidates may apply by submitting a resume with cover letter by email to:

[jobs@waterloounited.com](mailto:jobs@waterloounited.com) by **Monday, October 25 at 5:00pm**. We thank all applicants, but only those selected for an interview will be contacted. **No phone calls please.**