Waterloo Minor Soccer Club
2001 University Avenue East
Waterloo, ON N2K 4K4
Phone 519.578.9680

October 9, 2024

Role: Member Services Representative
Employer: Waterloo Minor Soccer Club

Location: 2001 University Ave. East, Waterloo, Ontario

Hours: Part-Time – Estimated 20 hours per week

Full Job Description:

WATERLOO MINOR SOCCER CLUB ORGANIZATION OVERVIEW

Waterloo Minor Soccer Club provides tremendous soccer experience for over 2,000 youth and athletes. Waterloo United in partnership with BVB Dortmund provides a world-class pathway for youth who want to compete in a competitive soccer environment with pathways to worldwide exposure.

POSITION TITLE: Member Services Representative
REPORTS TO: General Manager

Job summary

Overall management of the support provided by Waterloo Minor Soccer Club to its members. Success in this role requires strong verbal and written communication skills, along with problem solving, team collaboration and experience with delivering exceptional customer experience.

Key Responsibilities

Communication

- Manage all inbound communication to ensure that member questions and concerns reach the appropriate destination and are resolved.
- This is limited to time in the office at the location noted above, it does not include any remote work outside of normal office hours.
- Communication channels include email, phone/voicemail, social media, and in-person visits by members.
- This person will be expected to ensure this inbound communication is received and responded to in a reasonable timeframe that align with expectations provided to members.

- This person will also be expected to communicate within the Waterloo Minor Soccer staff regarding any facility updates or relevant pieces of information that may impact club programming.
- This role will also support external communications, primarily through social media channels and club websites, but may also include other digital channels such as mass emailers and newsletters.
- The successful candidate of this role should possess skills and experience in areas such as marketing and branding, to manage these external channels in line with club guidelines and protocols.

Administration

- This role will also support administrative efforts within the club, particularly during times like orientations/tryouts, registration, and other seasonal moments where extra resources are necessary.
- The role will provide opportunity to learn the inner workings of the club's various programs, from U3 all the way up to senior semi-professional football.

Teamwork

- It is very important that each team member live the values of the club daily, least of which is showing respect to team members and working together to achieve a common goal.
- All working hours will be in the office, therefore collaboration and forming synergies within the team will not only help the successful candidate be more effective at their job but create a more fun working environment.
- As one of the largest soccer clubs in Southwestern Ontario, this is a demanding culture and one that requires a strong work ethic and teamwork.

Qualifications

- Strong written and verbal communication skills
- Attention to detail
- Interpersonal skills
- Customer service experience
- Strong organization skills
- Reliable and committed
- Proficient in standard productivity software such as Microsoft word, excel, etc.
- Strong desire to make a positive impact and support the development of others
- Ability to think strategically
- Can solve problems reactively while building processes to support future problems proactively

- Highly ethical character and personal integrity; ability to align themselves and volunteers with club values and standards
- Passion and a love for the game of soccer
- Undergraduate degree is preferred
- Bi-lingual is a valued asset

Job type: Part-Time
Hours: TBD based on availability – likely 3 to 4 days per week
Work location: in person

Please submit applications to this Job Application Form: Click Here