



Position: Membership Coordinator, Fulltime/Permanent

Job Description

The Membership Coordinator is responsible for the overall intake and administration of Horse Council BC's 25,000 plus individual, business, club and affiliate members. This is a frontline position answering inquiries and taking memberships. Excellent computer skills and the ability to work quickly and multi task in a busy environment are essential.

Overall planning and coordination with staff and outside providers for smooth membership renewals is an additional responsibility. The coordinator works with a variety of committees in an administrative support role taking minutes and arranging meetings. Reporting to the Executive Director, the Membership Coordinator must be able to work independently, efficiently with minimal supervision and limited resources, as well as be a key part of the team. This is a fulltime position in the Aldergrove office.

Position: Membership Coordinator

Type: Permanent Full-time

Responsible to: Executive Director

Post Date: April 20, 2016

Application Deadline: May 3, 2016

Salary: Commensurate with qualifications and experience

Core Values: To work together to serve the interests of our members in a positive collaborative way. While being responsible, respectful, positive, creative, accountable and competent.

Key Job Responsibilities and Performance Goals:

- Coordinate the membership renewal process both print and online with printer, mail house and database provider.
- Initiate and coordinate system improvements with third-party provider to maximize membership service and efficiency.
- Enter memberships received by phone, mail and in office quickly and efficiently.
- Answering the phone.
- Respond to member's service inquiries by phone, mail and in person.
- Maintain and update publications and website with membership content.
- Record minutes of meetings and provide administrative support with meeting coordination.
- Support marketing initiatives to reach out and grow membership.
- Provide back-up for reception position.
- Attend Horse Council functions as required, some evening and weekends will be required.

Key Competencies, Skills and Experience:

- Advanced computer skills in the Microsoft Office environment.
- Strong verbal and written communication skills.



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- Superior customer service skills required.
 - Experience with data management an asset.
 - Responsible, detail orientated, efficient and a strong team player.
 - Organized and able to problem solve effectively and work with minimum supervision.
 - Knowledge of the horse industry an asset.
 - 1-2 years of previous experience in a similar position required.

If you are qualified and interested, please send your resume and cover letter to the attention of: Horse Council BC HR Department, 27336 Fraser Highway, Aldergrove, BC V4W 3N5 (by mail) or to administration@hcbc.ca (by e-mail). More information about Horse Council BC may be found on our website www.hcbc.ca . **Posting date:** April 20, 2019, **Closing date:** May 3, 2016