



Volleyball Canada invites applicants for....

### **Member Services Administrator**

<b>Organization:</b>	Volleyball Canada
<b>Position:</b>	Member Services Administrator
<b>Supervisor:</b>	Manager of Member Services
<b>Location:</b>	Hybrid in Ottawa ON preferred, Remote in Canada available
<b>Type of Position:</b>	Full-time- 40hrs/wk
<b>Start Date:</b>	March 2026

### **Nature of Work**

Volleyball Canada (VC) is a not-for-profit organization that provides leadership and oversees the development of volleyball in Canada. During peak periods, the office is a dynamic environment where multiple projects with varying deadlines/timelines must be completed simultaneously. This position will provide support and assistance in a variety of areas within Volleyball Canada. The ability to quickly learn systems, provide clear and professional communication, and have strong interpersonal and organizational skills are an asset. This position reports directly to the Manager of Member Services.

Volleyball Canada is committed to equity, diversity and inclusion in all respects, including hiring a workforce that is reflective of the diverse population of Canada with respect to age, gender, ethnicity, religion, ability, sexual orientation, education and culture. We actively encourage applications from persons who identify as women, indigenous peoples, person with disabilities, LGBTQ2S+ individuals, and members of visible minorities. Self-identification by candidates is completely voluntary.

### **Key Responsibilities:**

#### **Volleyball Registration System (VRS)**

- Provide administrative support for event and membership registrations, including but not limited to national indoor and beach championships; users include both staff [Volleyball Canada and Provincial/Territorial (PTA)] and external users (i.e. general public registrants)
- Manage administrative tasks such as refunds and duplicate record merges
- Coordinate with PTAs who use alternative registration systems, to ensure accurate member data is received, including person in authority and coach certification information

- Ensure data integrity for records across the VRS, The Locker, and the Learning Management System (LMS) for all coach & referee training and certifications, as well as other user groups
- Support the coach eligibility data collection process, specifically for National Championships
- Participate in regular VRS calls with system provider and PTA staff

### **Learning Management System (LMS)**

- Serve as primary contact for the LMS and assist with inquiries and troubleshooting, including questions related to the integration with the VRS
- Provide administrative support to internal and external users of the LMS (VC, PTA Staff, and general users)

### **Pathways Administration**

- Act as first point of contact for coaching inquiries, including registration, certification, and education
- Provide administrative support for coach education, including workshops and education sessions delivered by Volleyball Canada
- Provide logistical and administrative support to the Athlete and Coach Pathways department and technical working groups, including events and meetings.

### **Other Duties**

- Assist with logistics and additional tasks for meetings, events (i.e. VC Convention, ED and TD meetings) hosted/offered by Volleyball Canada
- Website administration as it relates to VRS, LMS and pathways updates and changes.
- Other duties as assigned

### **Qualifications/Expertise:**

- Undergraduate degree or equivalent experience in sport management, recreation, business or related field are considered an asset
- 1-3 years prior work experience in customer service, sport management or business
- Strong technical aptitude and ability to learn new systems quickly; understanding technical connections as they relate to single sign-on, the customer experience, and troubleshooting, and be able to provide effective support to users
- Ability to work independently as well as collaborate in a team environment, demonstrate good judgment, and manage multiple priorities in a fast-paced organization
- Working knowledge of the Canadian sport system and its structure (i.e. National, Provincial/Territorial, and local organization)
- Excellent organizational, time management, communication skills (spoken and written) and customer service skills

- Proficiency in Sharepoint and Microsoft Office Suite, especially Excel
- Experience with registration and/or learning management systems in sport; familiarity with Sportlomo, Docebo, and The Locker are an asset
- Bilingualism - French and English (spoken and written)

**Term**

This is a new full-time position within Volleyball Canada. Anticipated start date March 2026.

**Salary**

The salary range for this position is \$40-50K dependent on skills and qualifications.

**Application Deadline:**

**Sunday January 25<sup>th</sup> at 11:59pm EST.**

Please send a cover letter, a resume and three (3) references **by e-mail only**, to:

Thalia Hanniman- Human Resources Lead– Volleyball Canada – [thanniman@volleyball.ca](mailto:thanniman@volleyball.ca)

We thank all applicants; however, only those candidates selected for an interview will be contacted.