



Job Title: Member Support Coordinator

Department: Engagement

Reports to: Executive Director

The Federation of Calgary Communities (The Federation) acknowledges Mohkínstsis [moh-KIN-stiss] and the traditional Treaty 7 territory and oral practices of the Blackfoot Confederacy comprised of the Siksiká [six-ih-GAH], the Káínai [GUY-nah], and the Piikáni [bee-GAH-nee] First Nations; the Tsúút'ínà [soot-IN-uh] First Nations; and the Stoney Nakoda [nuh-KOH-duh] including the Chiniki [CHIN-ih-kee], Bearspaws [BEARS paw], and Wesley [WESS-lee] First Nations. We acknowledge that this territory is also home to the Métis Nation of Alberta Region 3 within the historical Northwest Métis homeland.

WHO WE ARE

For 60 years, The Federation has empowered community-based organizations and the people who make them great! Our network makes up the largest collective volunteer movement in Calgary, more than 20,000 volunteers strong! We work to support board members and volunteers who improve neighbourhood life in Calgary by providing programs and services that help them build their organization's capacity to support and mobilize residents, and to be on the front lines of important issues affecting their communities.

THE ROLE

Reporting to the Executive Director, this position is responsible for supporting member organizations and their boards. Working collaboratively with the Engagement team, the Member Support Coordinator will play an important role in member engagement, while providing capacity building support services and resources.

Area of Focus: member engagement, capacity building, community education and resourcing, board governance, meeting management, financial management, human resources, policies and procedures, fund development, and volunteer management, etc.

***NOTE: This is an in-office and on-site role. Due to the in-office and on-site requirements, candidates must be located within Calgary to be considered for this position. There may be opportunities for remote work and flexibility when in-office and on-site requirements allow.*

Member engagement

- Develop and execute a membership engagement plan – Engage new and existing members to ensure they understand our services and how to access them
- Identify gaps in service delivery and engage members who are not utilizing service offerings
- Develop toolkits, workshops, and other programming and materials (in the areas of focus listed above) to support member engagement
- Facilitate workshops, meetings, and other events (in the areas of focus listed above) to support member engagement
- Work with marketing and communications to develop member engagement materials and information

Member Support

- Respond to member requests through telephone, email, or in-person to provide one-on-one support or referrals
- Support members in developing governance best practices and organizational processes that support organizational sustainability
- Monitor members' needs on an ongoing basis ensuring services are in-line with needs
- Develop and update written resources, in collaboration with partners as appropriate, based on ongoing needs and issues
- Support the Federation by researching best practices around organizational sustainability
- Coordinate the Federation's Peer-to-Peer communication for members

Admin

- Ensure all member information is entered into the database daily
- Capture great stories from our members and share with communications
- Prepare and provide summary reports of programs and services, including recommendations for future improvements and changes
- Take actions to minimize risks and maximize opportunities for the organization
- Work with Communications to ensure brand elements are maintained
- Contribute to organizational strategy
- Assist in all Federation events
- Other duties as required

REQUIREMENTS

- Minimum of a Business Diploma or related experience
- Exceptional facilitation skills, both live and virtual
- Experience working in a non-profit organization
- Familiar with the Societies Act Alberta preferred
- Ability to manage time effectively and prioritize work to meet tight deadlines
- Problem solving, critical thinking, planning, and organizing
- Ability to work independently and in a team environment
- Strong Microsoft Office 365 (PowerPoint, Word, and Excel) skills
- Fluent in English both verbally and in writing

EMPLOYMENT EQUITY

The Federation is an equal opportunity employer who acknowledges and celebrates the uniqueness of peoples race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender identity, sexual orientation, age, marital status, physical, and/or mental abilities.

We recognize that a diverse staff enriches our work, and the work of our members.

As such, we strive to remove barriers and enhance the participation and advancement of peoples that have historically been disadvantaged in employment: Black, Indigenous, and people of colour, persons with physical or mental disabilities, and members of the 2SLGBTQ+ community.

HOURS OF WORK

35 hours a week (Monday to Thursday, 8:30 am to 5:00 pm and Friday, 9:00 am to 12:00 pm)

SALARY RANGE

\$40,000 to \$44,000 annually plus benefits.

Please send your resume and cover letter to: Jason Kingsley – Director, Learning and Engagement at jason@calgarycommunities.com

Please note that only candidates invited for an interview will be contacted.

The statements herein are intended to describe the general nature and level of work Performed and may not a complete list of responsibilities required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.