



**AB | NT | NU**

## **Coordinator, Member Services and Volunteer Engagement Position Description**

**Position Type:** Full-time

**Location:** Hybrid

**Reports To:** Director, Organizational Excellence and Safe Sport

### **Position Overview**

The Coordinator, Member Services and Volunteer Engagement provides direct support and resources to individual members, clubs, skating schools, and regional representatives. The role is also responsible for volunteer engagement and recognition initiatives across the Section. This position fosters community development provides administrative and policy support, and ensures effective onboarding, communication, and recognition of volunteers and club leaders.

### **The Organization**

Skate Alberta/Northwest Territories/Nunavut (Skate AB|NT|NU) is dedicated to supporting and promoting excellence in the delivery of safe, inclusive, quality skating programs, events and developmental opportunities for all levels of skating.

#### **Vision**

Inspiring everyone to experience the joy of skating and pursuit of personal achievement

#### **Mission**

Skate AB | NT | NU will support and promote excellence in the delivery of safe, inclusive, quality skating programs, events and developmental opportunities for all levels of skating.

#### **Values**

Collaboration. Excellence. Inclusion. Integrity

For more information, please visit our website: [www.skateabnwtun.ca](http://www.skateabnwtun.ca)

### **Key Responsibilities**

#### **Member & Club Services**

- Serve as the primary point of contact for member inquiries related to club/school operations, Skate Canada policies, bylaws, insurance, programming, and governance.
- Develop and deliver resources, toolkits, and training materials to support club and skating school operations and board development.
- Conduct orientations for new club executives and Region Representatives; present at club or regional AGMs upon request.
- Facilitate workshops on board governance, strategic planning, fundraising, communications, and volunteer management.
- Maintain member and club directories, statistical reports, and satisfaction surveys; analyze and report feedback to Board and Operational committee leads.
- Collaborate with the Director, Organizational Excellence and Safe Sport and Skate Canada, as needed on conflict resolution and compliance issues.



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### **Volunteer Engagement & Coordination**

- Participate in the development of strategies that support key initiatives and goals outlined in the Skate AB | NT | NU Strategic Plan.
- Implementation and management of volunteer engagement, recruitment, retention, & recognition initiatives.
- Collaborate with program leads and event coordinators to assess volunteer needs and define role descriptions.
- Create and deliver orientation materials, training resources, and toolkits for volunteers, including online and in-person sessions.
- Support Event LOC volunteer lead with respect to communications for major events and programs.
- Monitor volunteer performance, provide feedback mechanisms, and recognize contributions through formal and informal recognition initiatives.
- Manage volunteer records and ensure compliance with Skate Canada and Safe Sport requirements (e.g., screening, conduct).

### **Awards & Recognition**

- Lead the planning and execution of the Section's awards and recognition programs, including Skate Canada Achievement Awards and volunteer recognitions.
- Administer the nomination, selection, and communication processes; track historical recipient data and metrics.
- Liaise with Skate Canada on national-level recognition and award initiatives.
- Liaise with Manager, Events in preparation for Annual Skate AB | NT | NU Awards Banquet.

### **Committee & Region Support**

- Serve as Lead to the Regions Committee Working Group
- Maintain agendas, minutes, and working documents as needed
- Assist with the development of policies, terms of reference, and election packages.

### **Administrative & Organizational Responsibilities**

- Maintain up-to-date forms, manuals, and web content related to member services, volunteer resources, and awards.
- Provide regular reports for the Executive Director, Board, and committees; support AGM preparations as needed.
- Liaise with Skate Canada's national office for compliance, recognition programs, and membership data tracking.
- Support cross-functional staff needs and participate in staff planning meetings, working groups, and shared responsibilities.

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### **Working Conditions**

- Hybrid work environment with a combination of office, home-based, and in-field activities
  - Travel as required for key events, meetings, or club visits.
  - Availability for evening meetings and weekend events is essential.
  - Valid driver's license and access to a reliable vehicle is required
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### **Qualifications**

- High school diploma required; post-secondary education in business or sport administration, nonprofit management, or a related field is considered an asset.
- Minimum 3–5 years of work and/or volunteer experience in a nonprofit or community organization, preferably in a membership-based or sport environment.
- National Sport Organization / Provincial Sport Organization experience or knowledge of figure skating and Skate Canada programs is considered an asset.
- Experience in volunteer coordination, including recruitment, training, and recognition best practices.
- Experience working with volunteer boards and governance structures is an asset.
- Advanced proficiency in Microsoft Office and comfort with using SharePoint and cloud-based systems.
- Excellent communication, organizational, and interpersonal skills.
- Ability to work independently and collaboratively in a fast-paced, multi-stakeholder environment.
- Ability to build collaborative relationships.

### **Deadline to apply**

Monday August 25, 2025

### **How to apply**

To express interest in an available role within Skate AB | NT | NU please email [executivedirector@skateabnwnun.ca](mailto:executivedirector@skateabnwnun.ca) with reference to the role you are applying for within the Subject line.

Please include a resume, cover letter, contact information and best method / time to reach you.  
All applicants will be contacted within five (5) business days of the close of applications.