



LIFESAVING SOCIETY®

The Lifeguarding Experts

JOB POSTING

DIRECTOR, MEMBERSHIP & OPERATIONS

NOVEMBER 2024

Position Title: Director, Membership and Operations
Location: Branch Office (Burnaby)/Hybrid
Terms: Fulltime; Contract (18-month contract)
Start Date: January 2025
Salary Range: \$90,000 - \$105,000 per annum + benefits

Nature & Scope

The Lifesaving Society, BC and Yukon is seeking a detail-oriented leader with a high level of integrity and business acumen to provide senior leadership to membership and operations, optimizing efficiency and quality in a pivotal time of growth for the Lifesaving Society. The successful candidate will lead and collaborate with staff to ensure effective day-to-day office operations focused on customer service and sustainability. This position reports directly to the Executive Director and works in synergy with the senior leadership team.

About Us

The Lifesaving Society is a charitable organization committed to the prevention of drowning and aquatic-related injury through water safety education. In addition to providing swim lessons, lifesaving courses, lifeguarding courses, and first aid/CPR training throughout BC and Yukon, the Lifesaving Society is a leader in offering expertise and guidance to ensure safe operation of any water-related setting through safety management services. We offer a supportive, collaborative, and inclusive professional culture focused on growth and continuous improvement.

Key Responsibilities

- Lead and collaborate with staff to ensure effective day-to-day operations focused on customer service
- Establish and optimize efficient business operational systems for member services, accounts, e-commerce, and warehouse management
- Recruitment, development, evaluation, and recognition of membership and operations staff and volunteers
- Maintain a safe work environment and uphold a positive, respectful, and high-performing workplace culture
- Manage website platform, online shop, and membership database
- Control the inventory of supplies, products, equipment and manage day-to-day operating purchases
- Establish and maintain relationships with product and service suppliers
- Actively participate in budget preparation, financial planning, monitoring and forecasting
- Provide regular reports and metrics for Executive Director, including financial reports and analyses
- Ensure internal control policies are met
- Oversee property and equipment maintenance and repair
- Collaborate and communicate with various departments to maximize success
- Apply change, conflict resolution, risk, and resource management skills
- Lead and/or participate in Branch or National committees, advisory groups, or other working groups as required
- Represent Lifesaving Society in a positive and professional manner
- Supporting Branch fundraising initiatives
- Travel throughout BC, Yukon, and Canada required; international travel may be required

BC & Yukon Branch

112-3989 Henning Drive
Burnaby, BC V5C 6N5
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604.299.5450

Requirements

- Significant relevant experience in a senior management role in the non-profit/charitable sector, business administration, aquatics, recreation, or other related field
- Post-secondary education in a related field
- Demonstrated success in operational efficiency
- Proficiency in MS Office
- Expertise in QuickBooks and/or other accounting software
- Experience in website platform/database/CRM management
- Knowledge of accounting and financial management processes within the non-profit, charitable sector
- Demonstrated decision-making skills and strategic/anticipatory thinking ability related to current and potential challenges and opportunities
- Excellent verbal, written, listening, and presentation skills
- Interpersonal skills/relationship building
- Knowledge of Lifesaving Society programs and/or the aquatics industry an asset
- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding start date

TO APPLY: Submit resume with a cover letter to the attention of Lenea Grace, Executive Director, at leneag@lifesaving.bc.ca by December 2, 2024, at 4:30 pm.

Thank you for your interest and application. Please note only applicants selected for an interview will be contacted.

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