



LIFESAVING SOCIETY®

The Lifeguarding Experts

JOB POSTING

MEMBER SERVICES MANAGER

JULY 30, 2025

Position Title: Member Services Manager
Location: Branch Office (Burnaby, BC)
Terms: Permanent; full-time
Start Date: August/September 2025
Salary Range: \$58,000 - \$68,000 per annum + benefits
Work Schedule: 35 hrs/week (Monday-Friday, 8:30-4:30)
As a salaried employee, flexibility is required for occasional evening/weekend work for events; time off in lieu is permitted for these hours.

Nature & Scope

The Lifesaving Society, BC & Yukon Branch is seeking an experienced office administrator to join our team as the Member Services Manager to ensure a high level of customer service through positive, efficient, and prompt communication and awards certification processing. We seek a detail-oriented individual with a high level of leadership, interpersonal, and organizational skills to lead the Member Services team.

About Us

The Lifesaving Society is a non-profit 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 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.

Key Responsibilities

- Supervise and support the Member Services team delivering high-quality customer service, including:
 - Responding to general inquiries (email, phone, or in-person) in a friendly and professional manner
 - Processing awards
 - Managing incoming and outgoing mail
 - Assisting operations team with assembling and packing orders
 - Maintaining a clean and organized reception area, copy room, and Member Services office
 - Completing various general administrative duties as required
- Lead regular team meetings and check-ins to maintain alignment, address challenges proactively, and celebrate team successes
- Set clear expectations and provide regular feedback to ensure staff are engaged, effective, and equipped to deliver high-quality services
- Collaborate with the Director, Membership and Operations to identify service improvements, streamline workflows, and enhance overall team performance
- Collaborate and communicate effectively with other departments within the Branch
- Manage member and program data, including CRM/database administration and basic website content updates

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- Providing regular reports and statistics on a weekly, monthly, yearly, and as required basis
- Organizing and maintaining accurate records and office files
- Managing photocopier, printer, telephones, and other equipment; arranging servicing/repairs and ordering supplies within budget
- Assisting in preparation/delivery of Branch events such as AGM or Honour & Rescue Award ceremony
- Assisting with Branch fundraising campaigns
- Office volunteer recruitment and recognition

Requirements

- Post-secondary education in a relevant field or an equivalent combination of training and experience
- Experience in a leadership or management role within a customer service or administrative setting
- Exceptional verbal and written communication skills, with a strong focus on client service
- Computer proficiency, including Microsoft Office and database/CRM systems experience
- Familiarity with website content management systems is an asset
- Background in aquatics or recreation is 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 and cover letter to the attention of Maria Rubinchik, Director – Membership and Operations at hr@lifesaving.bc.ca by Friday, August 15, 2025 at 4:30 pm.

Thank you for your interest and application. Please note only short-listed candidates will be contacted.

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