

## **MEMBER SERVICES COORDINATOR**

### **One-year Term | Full-Time | Vancouver, BC**

#### **Make an Impact**

BC Family Doctors is advocating to create a new reality for patients and family physicians. We believe everyone deserves a family doctor. As our **Member Services Coordinator**, you will play an important role in providing key administrative support for the team, board members and member physicians.

#### **Who We Are**

BC Family Doctors' purpose is to build an environment where family medicine and family doctors thrive. We are a member-driven professional association - the political and economic voice of family doctors in BC. We are fierce and passionate advocates working to ensure family physicians are seen, heard and valued as the cornerstone of our health care system. We cultivate a culture of openness, respect, integrity, vulnerability, courage and all kinds of smarts. We're about restoring humanity to health care because whether you are a doctor running a community practice or a team-member of BC Family Doctors, we're all human beings first and foremost.

#### **Our Team**

We're a small, dynamic team in a fast-paced non-profit, connected to purpose and doing work that we love. We mainly work remotely but come together regularly in the office to brainstorm, ask tough questions and dream big. We're not hung up on titles and hierarchy - we work together because it makes us stronger, and let's face it, teamwork makes everything better. We work closely with our dedicated Board of Directors, who are all practicing family physicians.

#### **Your Role**

Reporting to Human Resources & Operations Manager, this role is responsible for administrating the day-to-day operations, supporting membership, meeting and events coordination, and general administration.

#### **GENERAL ADMINISTRATION**

- Manage day-to-day office administration, including telephone reception and email correspondence with member physicians and external partners
- Support office and online documentation and filing
- Manage general meeting calendar and scheduling meetings for staff team, Board and committee meetings, utilizing doodle polls as needed
- Support Executive Director in scheduling meetings as needed
- Order office supplies and ensure the efficient operation and maintenance of office equipment, liaising with vendors as needed
- Backfill support as needed for the coordination, creation and editing of content for communications including email newsletters, website items, and social media
- Provide general support to staff team as required

#### **MEMBERSHIP SUPPORT**

- Manage and maintain membership list in the Customer Relationship Management (CRM) system and liaise with the Doctors of BC regarding the membership, receiving of dues, categories and payments
- Support annual membership renewal process
- Assist members in registering and renewing membership

- Support members' access to and navigation of the organization's website and resources, including MOA registrations, Divisions of Family Practice subscriptions and locum & job listing service
- Manage membership tracking and provide monthly membership updates
- Support the annual Nomination and Elections processes
- Support member engagement

### **MEETING AND EVENT COORDINATION**

- Provide in-person and/or virtual support at BC Family Doctors functions, including Board and committee meetings, the Annual General Meeting (AGM) and other events, such as food services, electronic and supply needs, and document materials
- Support and assist the Human Resources & Operations Manager in planning and execution of Board meetings and events, committee meetings, AGM, and staff events
- Communicate with Board and committee members about meeting dates and logistics
- Support with preparation and formatting documents and meeting packages
- Support with design and maintenance of Board SharePoint site
- Lead event coordination, marketing and promotions for BC Family Doctors networking and educational events, including registration, logistics, staff planning, materials in conjunction with Communications Team, day-of-event support, and debrief and metrics tracking

### **What you Bring**

- A minimum of three years of administrative experience, customer service experience considered an asset
- Excellent attention to detail and organizational skills
- Excellent written and verbal communication skills
- Must be a "people person" who enjoys working with many different working styles in a busy environment
- Self-directed and organized with the ability to manage time with overlapping priorities and multiple areas of responsibility
- A positive, enthusiastic attitude
- Strong interpersonal skills and the ability to build relationships with a community of physicians and physician organizations
- Good computer and Web literacy (web-based apps, word processing, Internet research, spreadsheets in a Windows environment, including, MS Office) and a willingness and ability to learn quickly
- Proficiency with office technology equipment included printers, computers, monitors, Wi-Fi, wireless speakers or a willingness and ability to learn quickly
- Residing in the Lower Mainland is required for attendance at meetings, conferences, and events

### **The Details**

This is a one-year, full-time contract position (37.5 hours per week) with the possibility of extension. The role is based in Vancouver, with a salary range of \$50,000-\$65,000 per annum, depending on qualifications and experience. We provide 4 weeks paid vacation plus an excellent benefits package. The anticipated start date is mid-late November 2025.

We pride ourselves on having flexible work schedules and an engaging, supportive team atmosphere. Ours is a **hybrid** work environment, mixing remote work with **1-2 days per week** in the office. Some



evening and weekend work will be required.

### **How to Apply**

If you see yourself in this position and it seems like a good fit, we invite you to apply even if you don't check all the skills or qualification boxes. BC Family Doctors is committed to equity and inclusion. We encourage candidates from diverse backgrounds and experiences to apply.

Please submit your resume along with a cover letter through our recruiting partner's (Magnolia Recruitment's) website: [to be provided once the job posting is live]. **For questions only**, please reach out to: [hello@bcfamilydocs.ca](mailto:hello@bcfamilydocs.ca).