Rowing Victoria, as the governing body of rowing in Victoria, RV is responsible for the overall management, promotion and development of the sport and represents nearly 90 affiliated rowing clubs and schools, and 8,000 competitive and recreational members throughout the state.

Rowing Victoria is looking to appoint a full-time Member Services Co-ordinator to develop, deliver and evaluate services for Rowing Victoria members comprising individuals, clubs and schools.

This position will be offered as a two-year contract to the successful candidate (with a 3-month probationary period) and be located in our corporate offices in Melbourne.

**KEY SELECTION CRITERIA:**

- Excellent interpersonal skills and ability to elicit co-operation of people across a wide range of organisations, including volunteers.
- Excellent organisational skills and an ability to set priorities, plan work programs and meet deadlines.
- Willingness to work flexible hours when required.
- Demonstrated ability to work as a team member.
- A high level of computer skills and ability to quickly master new programs.
- Tertiary qualifications in teaching/physical education/recreation/sports management preferred.
- Experience in the sports industry.
- Knowledge of rowing highly regarded but not essential.

This position is ideal for someone wanting to begin or further their career in the sport management.

Applicants must address all elements of the duty statement and the key selection criteria and should contact Mr Grant Cosgriff on 0410 53 63 74 for any queries or additional information.

Applications should be addressed to Rowing Victoria, Mr Grant Cosgriff, L2 436 St Kilda Road Melbourne 3004.

**Applications close: 9.00am Monday August 7th, 2006**

For a full position description [click here](#).
MEMBER SERVICES COORDINATOR
DUTY STATEMENT

Overall responsibility
To implement the Strategic plan of the Association in the areas of Member Services, with an emphasis on growth and development, including:

- Club/school development programs
- Development and implementation of member services for both clubs, schools and individuals,
- Manage the education and training aspects of the NCAS Coaching Accreditation scheme and Coxswain Education programs.
- Manage the day to day requirements of the Membership – Clubs and Schools,
- Advise and be responsive to the Policy and Procedures of the association, especially in the areas which relate to participation and sport development
- Co-ordination and management of communication tools such as the RV website and newsletter
- Undertake small directed projects in relation to major events, and state level annual events.

Roles and specific areas of responsibility

Club/School Development Programs
Coordinate, promote, conduct and evaluate club/school development programs including, but not limited to:

- New member markets – Corporate rowing, Annual Club Open day, special events, etc
- Club/school facility/administration and volunteer grants (S&R, VicHealth, etc)
- Volunteer Involvement Program/Club Development (as part of General Meetings)
- Establish sustainable extension/linking programs at clubs/associations with local schools;
- Healthy and welcoming environments (VicHealth)
- Disrow (Adaptive rowing)

Member Services
Promote the Rowing Victoria Affiliation and membership benefits to existing members and potential new members by providing advice and coordination assistance in relation to initiatives that would enhance participation and membership including:

- Develop a member benefits brochure and range of rewards, discounts, etc
- Education in use of ROMS for membership database management
- Promotion of the Group Insurance Scheme
- Club Administration Education and workshops

Event Management
Be involved, provide support and be part of the RV team that delivers special events including

- HOSG, State and National Championships.
- Undertake the promotional and communication activities relative to events.
NCAS Coaching and Coxswain Education courses
Promote and co-ordinate the delivery of the National Coaching Accreditation Scheme and coxswain education including:
- Preparation of an annual calendar of courses
- Promotion to the rowing community
- Sourcing venue and presenters
- Conduct and review of courses.

Communications
Oversee the management of Rowing Victoria’s communications including:
- Website maintenance
- Annual report
- E-update
- The megaphone
- Newsletters and other publications

General
- Establish and maintain good working relationships with affiliated clubs and associated bodies in Victoria;
- Establish and maintain good working relationships with the key stakeholders including Rowing Australia, VicHealth, Sport & Rec, Parks Victoria, Marine Safety, etc;
- Prepare and submit monthly reports to the CEO and Board

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- Excellent organisational skills and an ability to set priorities, plan work programs and meet deadlines.
- Willingness to work flexible hours when required.
- Demonstrated ability to work as a team member.
- A high level of computer skills and ability to quickly master new programs.
- Tertiary qualifications in teaching/physical education/recreation/sports management preferred.
- Experience in the sports industry.

PERSONAL ATTRIBUTES
- Customer focus, relationships & negotiation
- Attention to detail
- Flexibility and adaptability
- Analysis and problem solving
- Teamwork
- Organisational awareness

Reporting
This position reports directly to the CEO

Salary and Conditions
The salary and conditions will be negotiated with the successful candidate in the vicinity of $35,000 - 40,000. p.a dependant upon experience