

## Member Engagement Coordinator - Burnaby

Are you looking to make a meaningful difference with an organization committed to protecting public health and the environment? Do you enjoy building engagement in volunteer communities who are passionate about their professions?

The BC Water & Waste Association (BCWWA) has a full-time employment opportunity for a **Member Engagement Coordinator**. The Member and Engagement Coordinator is a main point of contact for BC Water & Waste Association (BCWWA) volunteers and members and is responsible for supporting and growing the Association's technical committees, communities of practice, and other member engagement activities.

This position is responsible for responding to volunteer inquiries, coordinating committee and community of practice activities, administering regular customer research and member surveys, and onboarding new volunteers. Working with the Communication & Engagement Manager, this position is responsible for researching, planning and implementing member engagement strategies and tactics. This position also supports the Association's professional development events and Annual Conference & Trade Show by communicating with and coordinating the participation of speakers, moderators and other subject matter experts.

As a relationship-focused position, it requires excellent communication skills. With research and administration duties, it also requires close attention to detail, strong organizational skills, and the ability to balance multiple projects. This position works closely with volunteers/subject matter experts, members, customers, BCWWA staff, and the Communication & Engagement Manager.

### About the role:

- Oversee the implementation of the Association's community of practice program.
- Provide administrative support to BCWWA's technical committees and communities of practice.
- Work with the Marketing & Communication Coordinator and Communication & Engagement Manager to develop and maintain member and volunteer recruitment and onboarding materials.
- Provide speaker and moderator support for our Annual Conference & Trade Show as well as workshops and mini-conferences.
- Coordinate the Student Design Competition.
- Administer the BCWWA industry excellence and service awards.
- Support customer research projects including the annual membership survey and regular post-event and post-course surveys.
- Assist in implementing outreach activities to recruit new members and customers.
- Other duties related to the achievement of BCWWA's goals and strategies.

**About you:**

- A college diploma or university degree in a relevant discipline.
- 2+ years of related experience, preferably in a membership-focused environment.
- Experience using SharePoint and Dynamics CRM software is an asset.

**Required Skills & Abilities**

- Knowledge of volunteer management strategies and tactics.
- Knowledge of member engagement principles and tactics.
- Knowledge of survey and data analysis tools and techniques.
- Basic knowledge of marketing and communication strategies and tactics.
- Strong Microsoft Office skills.
- Excellent people management skills – able to coordinate volunteers, set clear goals, articulate expectations, and hold people accountable for results.
- Excellent facilitation and interpersonal skills – listens and understands; shares ideas or concerns with others clearly and effectively; builds buy-in and consensus.
- Excellent time management and priority setting skills – able to plan and manage workload so that deadlines are met.
- Basic project management skills –able to plan, execute and monitor progress, develop and monitor budgets, and deliver projects on schedule and within budget.
- Fluent written and oral communication skills in English.

**About Us**

The BC Water & Waste Association (BCWWA) is a not-for-profit organization that represents over 4,000 water professionals who are responsible for ensuring safe, sustainable and secure water, sewer and stormwater systems in BC and the Yukon. Our members work every day to keep our water systems clean and safe from source to tap to drain and back to the environment. They include water and wastewater facility operators, utility managers, engineers, technicians and technologists, consultants, government policy and regulatory staff, backflow assembly testers and cross connection control specialists, researchers, and suppliers. The Association delivers professional development, education, certification, and advocacy programs and services to ensure that our water systems continue to protect public health and the environment.

We have a bright, positive and engaged (but small) team. We value “getting the job done” but want to have some fun while we’re at it! Our office is located in Burnaby within a 15-minute walk of Gilmore skytrain station.

**Interested in Applying?**

Please send your resume and a cover letter explaining how your experience matches the role to [hr@bcwwa.org](mailto:hr@bcwwa.org).