



Position Title: Membership Services & Relationship Manager, (Full-time position)
Reports To: President
Department: Membership Services
Apply: Email resume and cover letter to info@bluemountainvillage.ca

Job Overview:

Blue Mountain Village Association (BMVA) is an award-winning destination development and membership services organization recognized as leaders in the tourism industry. We're hiring a Membership Services & Relationship Manager to strengthen relationships with BMVA members, to improve membership services and to increase member participation in key BMVA operations.

Responsibilities for Membership Services & Relationship Manager:

- Develop and lead annual membership services plan, including:
 - Cultivate relationships with key member segments, including; commercial operators, residential property owners, lodging unit owners, resort operators, associate members, etc.
 - Set projects, objectives and measures that strengthen relationships with members and increase participation/use of member programs and services, including: shuttle, security, member discount program, VIP experiences, etc.
 - Serve as a liaison between members and BMVA's key operational offerings (marketing, events, facilities, advocacy/municipal relations, economic development) with a goal to increase engagement and participation to achieve elevated operational results or enhanced experiences.
 - Develop execute ongoing communication plans to increase use of key channels: member web portal, e-mail/newsletter, member app, etc.
 - Facilitate standing and ad-hoc committees to increase member communication and address emerging issues
 - Implement service optimization as well as new program/service development, etc.
- Collaborate with membership coordinator who administers key membership services.
- Other Duties as Required

Qualifications for Membership Services & Relationship Manager:

- Bachelor's degree/diploma in business administration, communications, social sciences, psychology, anthropology or relevant related field
- 3-5 years' experience in a similar relationship management role
- Strong relationship management skills, high emotional intelligence, empathy
- Strong facilitation skills, ability to listen, ability to work with diverse points of view to secure alignment
- Outgoing, patient, and positive attitude
- Excellent written and verbal presentation communication skills, with an ability to engage, persuade and overcome objections
- Proven customer service excellence
- Firm grasp of various technology platforms, channels, and best practices, including: membership/customer databases, online meeting platforms, social, digital, websites, Apps, email communication. Proficiency in MS Office, Adobe, etc.
- Must be a self-starter and able to independently move projects forward, prioritize tasks, and meet deadlines, while at the same time be a team player
- Must have strong organizational and project management skills
- This position is primarily on-site and requires regional residency