

Customer Service & Communications Assistant

Reports To: Runner Services Manager

Job Type: Full time

Start Date: January 4, 2022

Duration: 6 months

Role Description: As a team member with RUNVAN®, the Customer Service & Communications Assistant supports with the administration of runner services including pre- and post-event communication and aligning activities to achieve organizational strategic goals and objectives.

Inspiring active, healthy lifestyles, the non-profit Vancouver International Marathon Society RUNVAN® annually organizes the First Half, BMO Vancouver Marathon, Granville Island Turkey Trot and Great Trek. Learn more at runvan.org.

Core Responsibilities:

Runner Services (85%)

- Handle participant inquiries online and by phone
- Draft E-newsletters and assist with stakeholder communications
- Assist in booking RUNVAN Ambassador schedule
- Support with package pickup planning and processes
- Oversee Solutions desk on race weekend
- Review and revise Runner Services Manuals
- Work with participant registration platform
- Create reports for Board review
- Gather data and prepare reports or summaries for all departments
- Contribute to an organizational culture of innovation, collaboration and team achievement
- Demonstrate organizational values and a “can-do” attitude

Office Administration (15%)

- Schedule staff and board member social events and giftings
- Support with general office maintenance and orders

Education and Work Experience:

- Graduate or student of a post-secondary program, preferably in kinesiology, business, communications or special events
- Customer service experience
- Experience working in community, sports or festival events



VANCOUVER
INTERNATIONAL
MARATHON
SOCIETY

RUNVAN® - 3B
5279 Still Creek Ave
Burnaby, BC
Canada V5C 5V1

604 872 2928
runvan.org

Knowledge, Skills and Abilities:

- Strong customer service focus with a “can do” attitude.
- Excellent command of English.
- Excellent oral and written communication skills in English with attention to detail.
- Well organized and a self-starter with strong multi-tasking abilities.
- Good time management skills with the ability to prioritize.
- Ability to work effectively with other team members as well as function independently.
- Ability to troubleshoot and think on their feet in times of crisis to ensure result is a positive outcome.
- Strong computer skills, including MS Word, Excel, Outlook, database systems and PowerPoint.
- Enthusiastic and passionate about health, sports and running.
- Ability to adapt and adjust in a change-based environment.
- Ability to cope in a demanding environment.



We thank you for your interest in the Vancouver International Marathon Society RUNVAN®.

Please email your Resumé and Cover Letter to lara@runvan.org.

Only candidates selected for an interview will be contacted.