

## STAKEHOLDER RELATIONS AND SPONSORSHIP COORDINATOR

### Vancouver International Marathon Society

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](http://runvan.org).



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Start Date: January 4, 2022

Duration: 6 months

Job Type: Part-time. One or Two days per week. Full Time on Race Week and Weekend.

Compensation: Available for this position.

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### Responsibilities

Assist Senior Manager, Stakeholder Relations and Sponsorship to:

- Prepare pre and post-event information for volunteers, exhibitors, sponsors, community stakeholders and charities.
- Assist charity groups and teams in registering charity runners and data tracking.
- Develop, implement and communicate registration policies to volunteers, charities and runners.
- Assist volunteers and charities with information packages, maps, manuals and training.
- Prepare e-marketing and community engagement information for volunteers, charities and community engagement.
- Update all events websites with volunteers, charities and community content.
- Internal document content writing.
- Assist with stakeholder's communications, registration and newsletters as needed.
- Handle charity runners, sponsors and exhibitors' inquiries online and by phone.
- Help plan and coordinate Health, Sport & Lifestyle Expo programs
- Assist to oversee charity runner programs.
- Support interns in Volunteer, Charity, Community, Sponsorship and Expo departments.
- Assist with RUNVAN events set-up, take-down and clean up.
- Assist in preparing reports or summaries for team members, including Expo, Operations, Marketing, Sponsorship, Charity and Volunteer departments.
- Liaise with Marketing Department on stakeholders marketing benefits for charities, sponsors, exhibitors' cross promotions.
- Support the Senior Manager, Stakeholder Relations and RUNVAN Managers as required and help with other duties as assigned.

### Planning

- Facilitate registration processes for all charity runners, volunteers, exhibitors, charities including corporate groups and VIPs.
- Work with all departments to develop messaging, social media communication and promotion.

VANCOUVER  
INTERNATIONAL  
MARATHON  
SOCIETY

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

604 872 2928  
[runvan.org](http://runvan.org)

- Communicate and liaise with team members within and outside the society.
- Assist with runner communications.
- Assist with Sport Tour and Legacy Runner programs.

### **Teams and Groups Coordination**

- Promote the volunteer team concept.
- Develop and facilitate information to volunteer and charity teams.

### **System & Information**

- In collaboration with the management team, develop registration forms and policies for runners, volunteers and charities including individual runners, volunteers, charity volunteer groups and teams, plus for auxiliary events.
- Liaise with suppliers.
- Assist with runner and volunteer inquiries online and by phone.
- Assist with registration website content with marketing team.
- Troubleshoot technical registration issues with system providers as needed.
- Work with Marketing team to ensure smooth messaging and registration of runners and volunteers.

### **Events**

- Work with team members to deliver enhanced stakeholder experience, factoring in charity partners, sponsors, volunteers, exhibitors and charity runners.
- Troubleshoot issues that arise during Expo and Race Weekend, including charity runners, exhibitors and volunteers' inquiries.
- Work with operations team to have real time race weekend problem solving done in a professional and timely manner.

### **Reporting**

- Update regularly all customer relationship management systems.
- Assist with Smartsheet updates.
- Create reports on the Volunteer, Community, Sponsorship, Charity and Expo as required.
- Prepare, track and monitor charity runner and volunteer registrations.
- Prepare reports or summaries for departmental staff meetings and board reports.

### **Administration**

- Assist with Intern supervision.
- Monitor expenses and adhere to Society purchasing policies.
- Coordinate duties and activities for department volunteers.

### **Culture**

- Contribute to an organizational culture of innovation, collaboration and team achievement.



- Demonstrate organizational values and a “can-do” attitude.

### **Skills**

- Able to multi-task and have strong organizational and logistics skills.
- Writing and communication skills.
- Attention to detail.
- Excellent Social Media etiquette and public relations skills.
- Strong customer services focus with a “can do” attitude.
- 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 end result is a positive outcome.
- Excellent computer skills, including MS Word, Excel, Outlook, database systems and PowerPoint.
- Familiarity with CRM tools and applications.
- Excellent telephone manner.
- Ability to adapt and adjust in a changing environment.
- Ability to cope in a demanding environment.

### **Education and Work Experience**

- Currently enrolled in or graduate of a post-secondary program in business, event management, information technology, communications, or special events.
- Two (2) years experience in special events an asset but not mandatory.

### **Recognition and Rewards**

- Be part of one of Canada’s marquee marathons that is still managed and staged by a non-profit Society and governed by a volunteer Board of Directors.
- Develop your team skills by working with a diverse group of staff, volunteers, sponsors, and supporters.
- Expand your network and connect with local organizations, businesses, community groups and events.
- Get inspired + have fun!

### **How to Apply**

Applicants should send a Resumé and Cover Letter outlining how they meet the specific requirements of the position to **[douglas@runvan.org](mailto:douglas@runvan.org)**

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

