



960 Carling Avenue, Building 106

Ottawa, ON K1A 0C6

Member Services Coordinator

Reports to: Director, Member Services

Location: Head office/Remote hybrid

Position Type: Full time, permanent

Salary range: \$42,500-57,500

About the Organization

4-H Canada is comprised of two federally registered not for profit legal entities, the Canadian 4-H Council and the Canadian 4-H Foundation that provide oversight of the 4-H movement from a national strategic level. 4-H Canada collaborates with its provincial organizational members whom develop and implement the 4-H program at a provincial and local level. Together, the 4-H movement in Canada achieve their collective mission to empower youth to be caring, contributing and responsible leaders that effect positive change in the world around them.

Position Overview

The Coordinator, Member Services provides coordination and administrative support for national shared services related to youth safety, volunteer learning, standards, accreditation, insurance, incident reporting, and member service delivery across the 4-H network in Canada. This role supports the development, implementation, and day-to-day administration of systems, processes, and services that strengthen consistency, responsiveness, and quality across member-facing operations.

Key Responsibilities

- Coordinate national youth safety and protection training, resources, and related administrative processes.
- Support day-to-day coordination of national shared services, tools, and processes that assist provincial organizations in delivering safe, consistent, and effective member programming.
- Support the administration of insurance-related processes, records, and inquiries as assigned.
- Provide user support for the national incident reporting and activity planning system, including responding to questions, troubleshooting issues, and identifying updates as required.
- Provide administrative coordination for the national accreditation program, including documentation, communications, tracking, and follow-up.
- Coordinate responses to inquiries related to national youth safety policies, standards, programs, and services in a professional, timely, and service-oriented manner.
- Support coordination of national network collaboration related to member services priorities, shared practices, and operational needs.
- Support research, data collection, reporting, and basic analysis to inform member services planning, continuous improvement, and decision-making.

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- Support coordinated delivery of member services initiatives and priorities across departments and with provincial partners.
- Collaborate effectively with internal teams on a regular basis.
- Supports the Director, Member Services with coordination and administration of policies, research, safety, insurance, and any other items under their portfolio.
- Other duties as required.

Qualifications

- Excellent communication and service-oriented interpersonal skills
- Strong organizational skills, including the ability to coordinate systems, processes, and follow-up.
- Post-secondary education in a related field, or an equivalent combination of education and experience.
- Ability to work independently and collaboratively in an environment with multiple priorities.
- Proficiency with Microsoft Office and digital collaboration tools, with the ability to learn and support online systems or databases.
- Experience working in a non-profit, member-based, youth-serving, or volunteer-based organization.
- Familiarity with youth safety, child protection, volunteer screening, risk management, or accreditation processes.
- Experience providing user support and customer service.
- Ability to provide a clear criminal record check, including any required vulnerable sector screening.
- Bilingualism in English and French is an asset.

Why Join Us?

At 4-H Canada, you'll have the chance to make a difference in the lives of young people while working with a passionate, supportive team. We value collaboration, creativity, and the unique contributions of each team member.

How to Apply

If you're ready to bring your skills to a role that's impactful and rewarding, we'd love to hear from you!

Submit your résumé and a cover letter outlining your interest and fit for this position by **Tuesday July 7, 2026**, to hr@4-h-canada.ca.

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