



Program Support Specialist BGC Canada – Club Services

The Program Support Specialist supports the ongoing coordination of BGC Canada's Club Services Team through strong administrative practices, including data management, grant application development, deployment, and reporting within Salesforce and the grants and scholarships application portal. This position works closely with Club Services staff as they support Member Clubs in successfully managing and implementing intentional, high-quality programs and services for children, youth, and families across Canada. The role coordinates logistics related to program implementation, scholarship management, delivery, and events; maintains communications and reporting through digital platforms and systems; and works with Club Services staff to create and improve internal processes that enhance team performance and efficiency.

About You

You thrive in an administrative role, where you will be vital in organizing and creating processes to support the work of your team and the member Clubs. You are excellent at multi-tasking, organizing multiple projects and deadlines, working well with other teams, and networking with stakeholders across the country. You enjoy working, managing, and maintaining digital platforms such as Salesforce and SharePoint. You have excellent attention to detail and enjoy developing presentations, reports, and communications. You enjoy being helpful, thorough, and concise.

About BGC Canada (formerly Boys & Girls Clubs of Canada)

For 126 years, BGC Canada has been creating opportunities for millions of Canadian kids and teens. As Canada's largest child- and youth-serving charitable and community services organization, our Clubs open their doors to young people of all ages and their families at 665 locations nationwide. During out-of-school hours in small and large cities, as well as rural and Indigenous communities, our trained staff and volunteers provide programs and services that help young people realize positive outcomes in lifelong learning, sustained wellbeing, positive relationships, and inspired leadership. We believe that opportunity changes everything. Learn more at bgccan.com and follow us on social media @BGCCAN.

About the Role

The Program Support Specialist works closely with the Senior Manager, Impact and Evaluation, Program Managers, and BGC Canada's National Team. You will coordinate logistics related to program delivery, manage BGC Canada scholarships and Foundation grants, maintain communications and reporting through digital platforms and systems, and work with the team to create and improve internal processes that enhance team performance.

Our Ideal Candidate

- A friendly demeanor, a positive attitude, and a team-oriented approach
- Highly organized, with strong task and time management skills and the ability to meet deadlines under pressure
- Experience in a charity or not for profit organization, ideally in a federated model
- Experience with grant reporting
- Detail-oriented
- An enthusiasm for leveraging our technology to help achieve team objectives
- Willingness and ability to learn new technical skills and related concepts
- Strong English language skills, both written and verbal

- Organized with strong task and time management skills
- Strong technical ability in the latest software/platforms, including Microsoft software (Office, Word, Excel, Teams, Outlook), web-based surveys (Formstack, FormAssembly), experience with Salesforce platform administration, and Canva
- Aptitude to quickly learn and grasp complexities of new software applications and systems
- Demonstrated ability to organize and prioritize multiple projects in a dynamic and complex environment
- Relevant formal education or lived experience
- Demonstrates BGC Canada's Core Values (Belonging, Respect, Encouragement & Support, Working Together, and Speaking Out)
- French/English bilingualism is beneficial, but not required for the role
- Has a strong commitment to social justice, EDI, and Truth and Reconciliation

Work Conditions

The role is primarily desk-based and requires an ability to work on a computer for long periods of time and concentrating, which will require attention to detail and high levels of accuracy

Working Environment

The successful candidate will work remotely. When working from home, the incumbent must have a space where they can work comfortably and focus on their tasks. BGC Canada will provide the necessary technology required to get the job done.

How to Apply

If you are interested in this role, we would like to hear from you. Please forward your cover letter and resume in confidence to mondrcooper@bgccan.com and include "Program Support Specialist – YOUR NAME" in the subject line of your email.

BGC Canada is committed to providing an inclusive workplace that embraces diversity, values differences, and supports the full participation of all employees. We welcome applications from racialized persons/persons of colour, Indigenous persons, persons with disabilities, 2S & LGBTQIA+ persons, and any other persons from diverse backgrounds. We offer accommodations to applicants with disabilities throughout our hiring process, upon request.

We thank all applicants for their interest, however only those under consideration for the role will be contacted.

This is a full time, 12 month-contract role. The salary band for this position starts at \$55,000 per year, plus excellent benefits. Starting salaries are based on relevant experience.

Application deadline: Wednesday, August 19th @ 11:59 p.m. Pacific Time