

RECRUITMENT & RETENTION

ADMINISTRATIVE & MEMBER SERVICES COORDINATOR

DECEMBER 2025 JOB POSTING

COULD THIS BE YOU?

We are looking for a fabulous teammate who is excited to support our regional family physician and nurse practitioner Recruitment & Retention (R&R) program. The Administrative & Member Services Coordinator plays a key role in the Division's Recruitment & Retention (R&R) and member support work. This position provides integrated administrative, coordination, and member-focused services that support physicians, nurse practitioners, locums, medical students, residents, clinics, and internal project teams. Working closely with the R&R Project Manager and Community Ambassador, the Coordinator helps ensure smooth operations, timely communication, and a positive experience for Division members and prospective recruits.

The Administrative & Member Services Coordinator is a member of our effective, dynamic, and creative team. We have a [unique culture](#) and attract people who want to contribute to our [purpose driven mandate](#).

Interested? Please read on...

BACKGROUND INFORMATION

The Kootenay Boundary Division of Family Practice is hub of local innovation in health care, and part of a province-wide initiative designed to strengthen primary health care in BC. The Division increases primary health care capacity and improves patient and population outcomes by developing and implementing programs and services that positively impact Family Practitioners and their patients.

Operating as a Community Service Cooperative whose membership consists of all of the Family Doctors and NPs in Kootenay Boundary, we work closely with a wide range of system stakeholders, including Specialist Physicians, hospital-based Physician organizations, the Interior Health Authority, and many Community partners. It serves the communities of Castlegar, Christina Lake, Crawford Bay, Fruitvale, Grand Forks, Greenwood, Kaslo, Midway, Nakusp, Nelson, New Denver, Revelstoke, Rock Creek, Rossland, Salmo and Trail, and the rural areas between.

KEY RESPONSIBILITIES AND DUTIES

Reporting to the Recruitment & Retention Project Manager, the Administrative & Member Services Coordinator provides essential administrative, coordination, and member-support functions for the KB Division of Family Practice. This role supports the smooth operation of the Recruitment & Retention

(R&R) program, assists clinics and members across the region, and ensures timely, professional communication and service. With broad awareness of Division activities and partner relationships, the Coordinator acts as an organizational hub, ensuring efficient processes, strong follow-through, and an excellent experience for members, candidates, locums, and internal team members.

- Provide proactive administrative support to the R&R Project Manager, including managing email, calendar, scheduling tools, travel arrangements, documentation and day-to-day communications.
- Coordinate meetings and events by preparing agendas and materials/documentation, managing invitations and logistics, taking minutes, and maintaining organized digital records.
- Maintain and update the CRM, member and clinic contact lists, job postings, locum directories, accommodation resources, and related databases.
- Respond to member and clinic inquiries; support regular clinic engagement and updates to clinic needs, vacancies, and information.
- Coordinate candidate logistics including meetings, interviews, site visits itineraries, accommodations, travel arrangements, and community information; maintain organized candidate files
- Support the Locum Program by responding to inquiries, sharing regional opportunity information, facilitating clinic–locum connections, maintaining locum records, and producing the monthly Locum Newsletter.
- Manage all Family Physician, Nurse Practitioner, and locum job postings across recruitment platforms and ensure CRM and recruitment records remain current and accurate.
- Support new member onboarding by setting up profiles and communication access, managing subscriptions, and assisting with early relocation and settlement needs.
- Track attendance and expenses for sessional compensation, and support financial documentation related to R&R activities.
- Contribute to process improvements, workflow efficiency, digital organization, and quality initiatives across the R&R program.

QUALIFICATIONS

Preferred Education, Training and Experience

- Post-secondary education in business, office, or health administration (or a related field) is preferred; applicants with an equivalent blend of education and relevant administrative experience are also encouraged to apply.
- 3+ years of administrative, coordination, or project support experience, preferably in health care, nonprofit, or professional services environments.
- Experience working with confidential information and maintaining professional discretion.
- Experience using CRM or project management systems (e.g., Monday.com, Salesforce, SharePoint, similar).

PREFERRED SKILLS & ABILITIES

Relational

- Strong integrity, ethical judgment, and commitment to respectful, professional interactions.

- Ability to quickly build rapport and maintain effective working relationships with physicians, clinic teams, partners, and colleagues.
 - Strong political acumen and the ability to work comfortably with a wide variety of personalities and communication styles.
 - Warm, service-oriented communication skills with the ability to respond to inquiries with tact, clarity, and diplomacy.
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Organizational

- Highly organized and able to manage multiple tasks, competing priorities, and tight deadlines.
 - Proven ability to work independently with sound decision-making skills, critical thinking and strong problem-solving abilities.
 - Self-directed, proactive, and able to anticipate needs and identify process or workflow improvements.
 - Flexible and adaptable in a dynamic, fast-paced environment with shifting priorities.
 - Advanced ability to schedule meetings, plans, events, and people while thinking ahead about future needs and organizational impacts.
 - Demonstrated resourcefulness, innovation, and initiative in administrative and coordination work.
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Professional

- High attention to detail and accuracy in all written and administrative work.
 - Exercises sound judgment, discretion, confidentiality, and professionalism when handling sensitive information.
 - Excellent written and verbal communication skills.
 - Ability to navigate 1:1 conflict or misalignment with calm, clarity, and professionalism.
 - Strong customer-service mindset with the ability to provide timely, personalized support to members, candidates, clinics, and partners.
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Tech / Practical

- Competent with Google Workspace, Zoom, MS Office Suite, and digital file management systems.
 - Experience with CRM and/or project-management tools (e.g., Monday.com, Salesforce, SharePoint) and the ability to learn new systems quickly.
 - Ability to capture key points from live discussions and summarize them accurately and concisely.
 - Skilled in maintaining clean, consistent digital records, shared drives, and online workflows.
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WORK TERMS, HOURS & COMPENSATION

This is an evolving contract position that requires flexibility, as weekly demands may vary. Some evening or early-morning commitments may be required to support meetings, candidate engagements, or clinic needs; however, scheduling will generally allow the Coordinator to balance other work and personal responsibilities. Candidates must reside anywhere within the Kootenay Boundary region. Occasional in-person meetings or errands may be required; therefore, reliable transportation and a willingness to travel in all seasons is required.

Candidates must have a reliable, high-performance computer and stable high-speed internet capable of supporting video meetings and multiple cloud-based applications without delays. They must also have a

private, confidential workspace suitable for virtual meetings and the secure handling of sensitive information.

The role is anticipated to average 20-25 hours per week over a 12-month contract, with the possibility of renewal. Additional hours may be negotiated as work progresses. The *contract rate* will be commensurate with qualifications and experience, with an estimated fee range of \$32-\$35 per hour.

DIVERSITY, EQUITY & INCLUSION

We encourage individuals from diverse backgrounds, recognizing that inclusivity fosters innovation and systems change. We actively invite applications from underrepresented communities and are committed to an ongoing journey of growth and education in our Diversity, Equity, and Inclusion endeavors.

SELECTION PROCESS

Selection of a Contractor will follow the process below:

Step	Activity	Deadline
1	Qualifications information accepted (i.e. Resume and Cover Letter).	January 12, 2026
2	Shortlist determined, contacted via email, and provided with further documentation.	January 13-15
3	Interviews	Week of Jan. 19
4	Selected individuals are invited to submit an assignment, and contact information for three references.	Week of Jan. 19
5	Reference checks	Week of Jan. 26
6	Coffee 'dates', if required	Week of Jan. 26
7	Candidate selection completed	Week of Feb. 2
8	Position orientation/engagement	As arranged
	Unsuccessful participants who complete an assignment will be given a gift certificate to a KB restaurant or bookstore of their choice, as a token of our appreciation for participation in this process.	

For more information, please contact Jill Sadler, Project Manager at jsadler@kbdivision.ca

Please submit qualifications by noon, **January 12, 2026** to careers@kbdivision.ca.

We thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.

Notwithstanding the dates above, the position will remain posted until filled. Presence of this job posting on our website indicates the position remains open.