

## Job Description



### Administrative Lead

Do you have a flair for customer service? Are you passionate about youth sports and a strong believer in being active for life? Are you uber organized? If you said yes to all three questions, then Nanaimo United wants to hear from you!

Nanaimo United is on the hunt for an administrative lead who will provide excellent and awesome service to our members and partners. By acting as the main point of contact for our members, you will make the registration process, Soccer Saturday Game Days, tournaments and other events fun and easy for players, parents, and volunteers. They know how to get involved and stay up-to-date with what's happening around the club. Your excellent communication skills will keep everyone informed and your organizational abilities will ensure the smooth operation of behind-the-scenes components such as scheduling, player allocations, clubhouse management, and financial matters.

In short, you'll help keep the club running like a new soccer ball on fresh turf!

### Primary Focus

Your primary areas of focus will be:

#### *Customer Service*

- Provide a consistent and welcoming presence at the clubhouse to help guide players, parents, supporters, and partners through the various club programs. You want to make sure everyone has an excellent experience!
- Serve as the primary point of contact during Soccer Saturday game days (approximately 20 Saturday's, September - March). Work with the club technical team to see how much fun you can make them!
- Work collaboratively with neighbouring clubs and leagues to support a positive experience for all NUFC players.

#### *Commitment to Safety*

- NUFC is committed to ensuring everyone involved with the club has a safe and enjoyable experience. You will lead the implementation of our Commitment to Safety initiatives, which include volunteer screening, adherence to relevant policies and procedures, and staying up-to-date on best practices

#### *Communications*

- Will work with the Club Engagement Coordinator to implement a rigorous and systematic communications and member engagement process
- Will develop and implement a systematic process to keep the board of directors well informed of key club issues and metrics

#### *Registration*

- Lead the annual cycle of program registrations, including policy development, fees, refunds, and record keeping
- Utilize the PowerUp Sports Management System, along with excellent phone and in-person skills to make the registration process smooth for everyone.
- Ensure all background details, such as PowerUp setup and financial reporting, are in excellent order.

### ***Scheduling & Facility Management***

- Work closely with the Club Lead to develop and manage all club schedules.
- Book and manage field allocations and rentals through the City of Nanaimo.
- Work closely with the Head Referee to ensure a smooth referee scheduling and support process.
- Work with other regional clubs and UISA to schedule games and events
- Keep the clubhouse squeaky clean and coordinate all rentals.

### ***Finance***

- Work closely with the Club / Technical Lead and Treasurer to develop and monitor the annual budget.
- Liaise regularly with the club accountant and bookkeeper to ensure all financial matters are in order. This will include making sure bills are paid, money is collected, records are reconciled, and basic financial controls are in place.

### ***Equipment and Uniforms***

- Working closely with the Technical & Club Lead, plan, order and manage all club, team and player equipment and uniforms. Coordinate distribution and return.

### ***General Administration***

- Keep the club office and records in great shape.
- Coordinate and lead an efficient system to ensure policies and procedures such as criminal record checks and concussion management policies are effectively implemented and documented.
- General administrative duties

### ***Board Liaison & Governance***

- Supports the Board of Directors and works closely with the Club Lead to develop, recommend, and implement key administrative policies and procedures, specifically related to registration, administration, finance and safety.
- Lead club compliance with relevant district, BC Soccer and Canada Soccer codes of conduct, policies, and procedures.

### ***Key Relationships***

- Reports to the NUFC Club Lead & President
- Works closely with the NUFC Head Referee to ensure a great experience for our referees
- Works closely with the club accountant, bookkeeper and treasurer
- Works closely with U4-U8 Rec Club Lead and U9-U18 Rec Club Lead
- Coordinates with regional clubs and leagues, the Upper Island Soccer Association, Vancouver Island Soccer League, Lower Island Women's Soccer Association and BC Soccer
- Occasionally directs volunteer or paid support staff
- There is potential for this position to also lead the delivery of contract services to other clubs or sporting organizations on behalf of NUFC

### ***Experience and Education***

- Undergraduate degree, combination of post-secondary education and experience, or extensive relevant experience
- Clear evidence of excellent customer service skills is a must! Previous related experience and / or education in this area will be ideal.
- Clear evidence of excellent communications skills.
- Previous experience with a CRM or sports management system is preferred.

- Previous experience within a sports organization or similar member-based organization is preferred

### **Other Requirements**

- Current (within last 3 years) criminal record check
- Requirement to complete Respect in the Workplace training within two weeks of hire.
- Access to your own transportation

### **Schedule, Salary, and Term**

- Full time position with weekend hours for a portion of the year. Hours can be flexible.
- Flexible in office hours and ability to work from home
- \$40,000 - \$55,000 (based on experience and education)
- 20 holiday days with added Christmas season closure