

# **SOVEREIGN LAKE NORDIC CLUB**

## **PROGRAM ADMINISTRATOR - JOB DESCRIPTION**

**Position:** Program Administrator

**Reporting:** Head Coach

**Hours:** Seasonal Part Time, Starting in early fall

**Wage:** Competitive Wage Subject to Qualifications

### **SKILLS AND QUALIFICATIONS:**

- Working knowledge of Nordic skiing and ski area operations preferred
- Experience with online registration systems and other computer software platforms
- Ability to take direction, function independently and manage multiple tasks and teams
- Demonstrated problem solving skills and ability to think and act independently
- Demonstrated team leadership and supervisory skills
- Ability to function in a team environment
- Demonstrates strong administrative and delegation skills
- Exceptional computer skills (word processing, web and information management)
- Superior written and verbal communications skills in working with team members and the public

### **GENERAL RESPONSIBILITIES:**

#### **Leadership and Supervisory**

- Preseason recruitment planning and ongoing Program development and growth
- Act as the Program Recruitment Lead and Registrar on the Programs Committee

#### **Administrative:**

- Oversee registration of all Program participants and coordinate with appropriate coaches to ensure they are in appropriate skill and age groups.
- Manage Programs Database and Coordinate with Coaching Team Leads
- Coordinate with Operations Office Administrator as needed
- Tracking of all youth and master's program volunteer coaches and leaders
- Tracking of all volunteer coach and leader's hours
- Attend all Program Committee and PAT meetings & record minutes
- Attend all PFG meetings and record minutes
- Organize travel arrangements for competitions for coaches
- Coordinate all Programs' calendar of events, including all training sessions and competitions
- Respond or forward all emails and communications from parents, athletes, and prospective Program participants

- Maintain list of Program equipment necessary for SDP activities and coordinate replacements as needed
- Order all necessary supplies and materials for Programs from Nordiq Canada/CCBC
- Organize, coaching and officials training courses with CCBC
- Work with the GM and Club hired Social Media Coordinator to manage Social Media Accounts and Newsletter Communications.

### **Facilities Management**

- Ensuring daily maintenance of Programs office area and supplies
- Coordinate reservation of outbuilding usage for training courses and programs events with Office Staff

### **Customer Service**

- Identify customer service issues, resolving them where possible and identifying chronic systemic, facility or staffing problems to General Manager

### **Communications and Marketing**

- Monitoring, answering and referral of Program related telephone and email inquiries
- Provide weekly club and event information to members on our notice boards
- Together with marketing staff, develop an annual and monthly Calendar of Events