

# SOVEREIGN LAKE NORDIC CLUB

## OFFICE ADMINISTRATOR - JOB DESCRIPTION

**Position:** Office Administrator  
**Reporting:** General Manager

**Hours:** 10 hrs/wk (August 2 – September 24)  
30 hrs/wk (September 27 - October 12, 2020)  
40 hrs/wk (October 18 to April 10, 2021)

**Wage:** Competitive Wage Subject to Qualifications

### SKILLS AND QUALIFICATIONS:

- Working knowledge of nordic skiing and ski area operations,
- 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 communications skills in working with team members and the public.

### GENERAL RESPONSIBILITIES:

#### Leadership and Supervisory

- Assist the General Manager with assessment of staffing needs for counter, instructing, and special events,
- Assisting the General Manager with staff recruitment, and performance management of inside staff,
- Identifying and ensuring regular delivery of training needs of inside staff,
- Scheduling of inside staff, managing any scheduling issues that arise,
- General supervision and assignment of tasks and functions to inside staff,

#### Administrative:

- Coordinate rollout of Entabeni Ticket Purchasing Software platform, including staff training.
- Manage the purchase of day tickets, season passes, maps and other office supplies,
- Administer Club Email Communications (Control the info@ and admin@ sov... email account, MailChimp E-Blasts, Website Updates, Zone4 Registration Software)
- Ensure staff time sheets are sent to accountant for processing bi-weekly,

- Printing of gift certificates, punch passes, coupons, vouchers and volunteer passes,
- Provide the GM with Monthly Staff Reports and Communications Updates,
- Work with the Club hired Social Media Coordinator to manage Social Media Accounts.
- Update online booking platforms for lessons and S'Cool Ski
- Lead Staff Team Meetings with the Lead Instructor, the S'Cool Ski Director and Rental Fleet Leader to strategize upcoming weekly calendars.
- Attend and Co-Lead (with GM) Monthly Staff Meetings
- Act as lead contact for all in house events scheduled in the annual calendar.

### **Facilities Management**

- Coordinate Staff work schedules and adjust as required during busy and quiet times.
- Ensuring daily maintenance of facilities is carried out by inside staff team,
- Conduct regular cash management training and check-ins with staff,
- General clean-up, snow shoveling, wood delivery, garbage pick-up,
- Identify general building maintenance issues (eg: painting, repairs) and provide a plan to the GM for repair requirements.
- Administer Club Registration System and be capable of creating reports for GM

### **Customer Service**

- Participating as part of the front counter customer service team as required,
- Selling tickets and food, renting equipment, managing reservations for lessons and special events as required,
- Identify customer service issues, resolving them where possible and identifying chronic systemic or staffing problems to General Manager.

### **Communications and Marketing**

- Monitoring, answering and referral of general telephone, web and email inquiries,
- Ensure updating of daily information on website and snow phone (weather, trail conditions etc)
- Provide weekly club and event information to members on our notice boards,
- Distributing brochures to tourism information outlets (with GM)
- Coordinate communications with City of Vernon re SLNC Winter Carnival Events
- Together with marketing staff, develop an annual and monthly Calendar of Events