

SOVEREIGN LAKE NORDIC CLUB

PROGRAM ADMINISTRATOR - JOB DESCRIPTION

Position: Program Administrator

Reporting: Head Coach

Hours: Seasonal Part Time, starting in early fall
(possible intermittent hours in spring/summer if agreed upon by both parties)

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, wordpress, google workspace, microsoft office suite and information management)
- Superior written and verbal communications skills in working with team members and the public
- Video editing skills an asset

GENERAL RESPONSIBILITIES:

Leadership and Supervisory

- Ensure prompt communications, preseason recruitment planning and ongoing Program development and growth
- Manage Programs Database and Coordinate with Coaching Team Leads
- Coordinate with Operations Office Administrator as needed
- 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.
- Tracking of all youth and master's program volunteer coaches and leaders
- Attend all Program Committee meetings, create agenda with head coach 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.
- Assisting the Head Coach, and coaching staff with administrative tasks as needed.
- Assisting the Head Coach with the implementation of the Responsible Coaching Movement

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 in Programs resolving them where possible and identifying chronic systemic, facility or staffing problems to the Head coach and General Manager.
- Lead programs end of the season feedback surveys

Communications and Marketing

- Monitoring, answering and referral of general email inquiries.
- Contribute to weekly club and event information to members on our communication platforms/tools.
- Together with marketing staff, develop an annual and monthly Calendar of Events