

WORK DESCRIPTION

Membership Services Coordinator

Branch: Hockey Eastern Ontario (HEO)

Reports to:

Language Requirements: English-Bilingualism is an asset

Position No:

Date: August 22, 2018

Client-Service Results

Daily hockey and business operations of the HEO Branch including communication and administration support.

Key Activities:

- Provides reception and greets and directs the general public;
- Maintains and makes sure that the office is clean/organized including the reception area, photocopy, mailroom, meeting rooms and kitchen.
- Provides support services for the office which includes receipt and distribution of all incoming mail and outgoing mail, incoming and outgoing courier services, telephone, maintains appropriate levels of office supplies and kitchen essentials such as drinks etc., schedules maintenance of all office equipment, coordinates conference room bookings;
- Provides administrative services for the office which include, support and assistance to the Executive Director and other staff members as required, develops and maintains a meeting schedule for all Branch/HEO Committee meetings, meeting and motion data base, hockey events and social functions, distribution list of Board, Junior and minor representatives, records and maintains the minutes of assigned Board of Director portfolios and membership meetings such as the Annual General meeting,
- Coordinates all the Hockey Canada Injury reports and provides a liason service between the injured person and Hockey Canada;
- Reviews and processes all Special Event Requests to ensure that all Hockey Canada requirements are met;
- Coordinates the input to the HEO Twitter and Facebook social media websites, reviews the HEO website and updates webmaster on any changes and updates the HEO app on a regular basis;
- Creates and maintains a bulletin system to communicate any items that need to be shared with the membership, media releases when required and distributes accordingly including media outlets, creates and distributes a monthly newsletter.

- Provides both administrative and operational support for both Special Hockey and Sledge hockey portfolios, respectively;
- Assists with the implementation of all Hockey Canada and HEO initiatives related to the recruitment and retention projects which includes the First Shift Program;
- Provides, as the Branch HCR expert helping membership with any technical issues and assists the Executive Director when needed, conducts statistical analyses of HCR data, merges duplicates within the HCR and provide as the Branch's HCR control expert, usernames and passwords to Minor Hockey and Junior representatives
- Helps with troubleshooting issues regarding the Respect in Sport training, assists with MHA audits.
- Helps with troubleshooting issues regarding the Gender Diversity training program which Minor bench staff need to take and assists with MHA/team audits.
- Coordinates HCR training and on-line signature-based forms program training (Signority) for new registrars/junior teams as well as enhancement training for existing registrars;
- Controls and maintains the inventory of Police Record Checks for all personnel within the Branch requiring same and advises the holders of these checks of its impending expiry date and that it must be updated within the next three months;
- Supports the branch with any events
- Assists with any other duties as required.

Requirements:

- College Diploma or University Degree in a relevant field (administration, business) or relevant work experience.
- Excellent communication, interpersonal, prioritization and organizational skills
- Knowledge of Microsoft office as well as other publishing programs
- Experience utilizing technology
- Successful applicant will be required to provide a criminal record check

Knowledge:

The incumbent will require the knowledge of:

- Hockey Canada's Constitution, Rules and Regulations as well as those for the HEO and HEO Minor with respect to daily hockey operations and entitlements;
- Sport management principles, theories and techniques with specialization in the sport of hockey;
- Hockey Canada's and HEO's policies and procedures
- Project management principles, theories and techniques for the implementation of marketing, public relations and branding initiatives and related programs;
- Planning principles, techniques and practices to develop agendas and plans for the operation of the Branch's annual and special events.

Communications:

Communication Out:

- Writing and editing skills are required when providing advice, guidance and/or interpretations to Branch executives and/or members, Branch members, Branch Board of Directors members or office staff; these skills are required to ensure that the recipient fully understands the information provided;
- Writing and editing skills are required for the development (or participation therein) and implementation of Branch projects concerning either hockey-related or business operations of the Branch;
- Interpersonal, diplomatic and persuasion skills, in both verbal and written format, are needed to convey ideas, give technical interpretations, present and defend positions and arguments, to liaise and be both an active project manager as well as player with the office staff, Branch portfolio managers and/or private sector stakeholders;
- Verbal and written presentation skills are required to present and interpret, defend, advise and explain project objectives and/or initiatives as well as the direction, logistics and procedures related thereto to Branch portfolio managers who have varying degrees of knowledge, to ensure that these are clearly understood by all in a non-technical language and effectively promulgated across the Branch;
- Interviewing skills are required when holding discussions with private sector partners and/or sponsors, Branch staff and portfolio managers to raise and address relevant questions in order for all participants to better understand complex issues and problems; these skills are required to summarize, synthesize, exchange, clarify and interpret technical and sensitive information.

Communication In:

- Active listening skills are required to receive and assimilate ideas and technical interpretations, to examine and interpret the needs, positions, interests and arguments from Branch portfolio managers who may have a limited knowledge of the Branch's business processes or have conflicting/multiple views, ideas and/or requirements.
- Active listening skills are required to receive, assimilate and interpret requests received from Branch Board of Directors members with respect to projects and/or initiatives to meet not only Branch objectives but also those stipulated by Hockey Canada;
- Reading skills are needed to assimilate and interpret information from periodicals, course materials and/or seminars as part of a program of continual learning;
- The ability to interpret non-verbal signals (body language) in meetings, training sessions and presentations as well as to make adjustments according to audience reactions to ensure that information and technical material are understood;
- Reading and listening skills are needed to summarize and synthesize information provided by Hockey Canada, Branch members and/or Branch portfolio managers to exchange, clarify or interpret technical and sensitive information, to understand perceived issues or problems and to understand the extent, scope and complexity of implementing and/or managing project-related business processes; and
- Reading skills are needed to assimilate and interpret information from periodicals, course materials and seminars as part of a program of continuous learning.

Physical Assets and Products:

The incumbent:

- Operates, cares for and maintains personal and portable computers and peripheral equipment, software packages, calculators and cellular telephones for personal use in performing the work of the position;
- Maintains original working files supporting the minutes and motions of branch meetings.

Work Environment:

- The work is conducted in an open office environment with continuous exposure to noise and frequent interruptions from co-workers, Branch members, Branch portfolio managers and/or unscheduled visitors. There is a continuous need to review the work of others in spite of interruptions and concurrent demands. These can affect the ability to focus on the work at hand and result in a deterioration of concentration.
- There is a continuous requirement to satisfy multiple and concurrent demands for services and advice, conflicting priorities and tight/imposed deadlines for the completion of the varying sized projects and/or business processes for which the incumbent is responsible either directly or functionally.
- The work is subject to daily exposure to glare from a computer monitor for long periods of time and physical strain from long periods of sitting and of keyboarding (five to six hours per day) while working on either financial documentation or emails.