



Job Title: Coordinator, Club & Skating School Services

Reports to: Manager, Club & Skating School Services

Job purpose

The Coordinator, Club and Skating School Services is responsible for supporting Skate Ontario Member Clubs and Skating Schools as they strive to demonstrate organizational excellence through good governance and effective operations enabling the delivery of quality programs within their communities.

The Coordinator, Club & Skating Schools Services will build and nurture meaningful relationships with stakeholders in the skating community across the Province of Ontario.

Duties and responsibilities

- Skate Ontario Members Portal Maintenance & Support
 - Coordinate maintenance and customer support issues related to the Skate Ontario Members Portal
 - Approve new account requests, moderate discussion boards, review and approve new job postings, and support the review process for new club and skating school applications
 - Ensure accuracy of Find a Club listings on skateontario.org
- Skate Ontario Membership MOU Coordination
 - Coordinate Membership MOU documents for all active Member Clubs & Skating Schools
- Dispute Resolution & Reporting Support
 - Support Skate Ontario's Dispute Resolution Process as required
- Education Series Coordination & Support
 - Coordinate the planning and delivery of 1 education session per quarter with a target of 50 participants per session
- Resource Development Support
 - Support the development of resources and services for Skate Ontario Member Clubs & Skating Schools
- Awards & Recognition Coordination
 - Coordinate annual awards nomination process for the following awards:
 - National Volunteer of the Year
 - Skate Ontario Volunteer of the Year
 - Club Volunteer of the Year
 - Skate Ontario Club/Skating School of the Year
- Member Engagement Strategy Support
 - Promote Skate Ontario Member Services through onsite engagement at various Skate Ontario events throughout the season (travel and weekends required)
 - Support development of Member Engagement Strategy



Qualifications and experience

Qualifications include:

- Post-Secondary education in Project Management, Sport Management or related field is required.
- 3 years minimum experience working in a not-for-profit environment
- Customer service experience & experience working with volunteers required
- Skating knowledge and experience working or volunteering in a governance role at a not-for-profit club is preferred

Skills and fit:

- Excellent verbal and written communication skills
- Excellent relationship building skills
- Excellent leadership, time management, facilitation, and organizational skills
- Ability to foster strong relationships with Member organizations across the province
- Ability to perform in a fast-paced, fluid working environment
- Proficiency in Office 365 applications
- Ability to influence positive change
- A self-starter who is reliable and can work independently with strong attention to detail

Working conditions

- Full time
- Hybrid Model – Remote/Office based on the needs of the business
- Extended hours on evenings and weekends from time to time may be required to meet the needs of the business

The employer is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability.

The employer welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Salary Range: \$48,000 - \$55,000

Please email Resume and Cover Letter to: Kate McNeil, Manager Club & Skating School Services
(kmcneil@skateontario.org)

Closing date: Monday, September 2, 2024

Anticipated start date: Tuesday, October 1, 2024

We thank all applicants for their interest however, only those contacted for an interview will be contacted. Interviews are tentatively planned for September 9-11, 2024.