

POSITION TITLE: Member Services and Administrative Coordinator
REPORTS TO: Operations Manager
TERM: Full-Time, initial 1 year contract (37.5hrs/week)

BACKGROUND

WMSC operates as a non-profit youth soccer club in the Regional Municipality of Waterloo. The club strives to offer its members the highest possible quality of programming. To support this goal our Member Services and Administrative Support Coordinator will work to exceed the customer service expectations of all clients, including athletes, coaches, and parents; and will provide administrative support for all WMSC programs, courses, and initiatives.

KEY RESPONSIBILITIES

1. Client Services and Communication Responsibilities

- Serve every client positively, professionally, and efficiently; with a customer first attitude.
- Monitor WMSC general email and answer general inquiries (phone, walk-in members, email);
- Process and assist clients with all program registration, including payments, questions, and/or concerns. Ensuring that all aspects of the registration process are streamlined and client friendly;
- Assist, as needed, with player and team official requests and inquiries for WMSC programs including Recreational, Grassroots, Competitive, and OPDL;
- Assist with member communication including emailing, website updates, and social media content creation;
- Curate the WMSC Newsletter and Team Showcase.

2. Administrative Responsibilities

- Assist with competitive and OPDL field and facility bookings
- Assist in all club equipment and United-Wear tracking, distribution, sale, and maintenance.
- Process player and team official league registration in accordance with the timelines and processes prescribed by our governing body;
- Maintain records of all volunteer personnel files including tracking coaching certifications, police record checks, etc;
- AIMS data entry (official member registration with the OSA);
- Process TEP/TRP, refund requests, deregistration forms, etc;
- Process Application to Travel, Applications to Host Exhibition Games, Tournament Applications, and all other competitive team paperwork.
- Process gym rental requests with the school board;
- Assist the Finance Administrator with Accounts Receivable collections.
- Event support as assigned (including, but not limited to, event set up and tear down, room and facility booking)
- Meeting support as assigned (including, but not limited to, room booking, minute taking, assisting with the Annual General Meeting)
- Support and liaise with all WMSC staff and volunteers on a variety of tasks, as needed.

3. Other duties as may be assigned from time-to-time by the Operations Manager.



4. Qualifications

We are looking for someone who is:

- Enthusiastic, adaptable, and works well in a fast-paced environment;
- Serve clients positively, professionally and efficiently;
- Has a strong attention to detail;
- Is a quick learner and proficient using the computer;
- Possesses solid knowledge of MS Word and MS Excel;
- Must clear a criminal record check and vulnerable sector search.
- Prior experience within a not-for-profit sport environment is an asset

Interested candidates may apply by submitting a resume with cover letter by email to:

operations@waterloounited.com. We thank all applicants, but only those selected for an interview will be contacted. **No phone calls please.**



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