

# JOB POSTING

## Coordinator, Member Services

<b>Position Title:</b>	<b>Coordinator, Member Services</b>
<b>Position Term:</b>	<b>Contract – 1 Year</b>
<b>Location:</b>	<b>Vaughan, Ontario</b>
<b>Reports To:</b>	<b>Manager, Member Services</b>

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### **Background:**

Founded in 1901, Ontario Soccer is currently comprised of more than 500 Clubs servicing over 24,000 teams with 380,000 registered players, 70,000 coaches and managers, and 8,100 match officials, as well as countless volunteers, parents and supporters encompassing a direct, multi-cultural community of over 1,000,000 Ontarians.

Ontario Soccer develops and delivers exceptional and sustainable programs and services throughout Ontario with the mission of providing leadership and support for the advancement of soccer in collaboration and cooperation with our member District Associations and Clubs, partners and other stakeholders. Ontario Soccer owns and operates the Zanchin Automotive Soccer Centre in Vaughan, Ontario, as well operating the Ontario Player Development League (OPDL); the province's premier standards-based youth development program, as well as "Team Ontario", Ontario Soccer's Provincial Xcel program. Ontario Soccer proudly supports Canada Soccer's National Teams, the Canadian Premier League, Toronto FC and the Northern Super League.

The overall objective of Ontario Soccer, as a hub for Coach, Match Official and Player Development, is to be innovators and leaders in sport and to assist with the equitable development of soccer as a healthy lifestyle choice, provide a talented pathway for participants to excel and encourage inclusive community involvement at all levels.

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### **Position Summary:**

The role of the Coordinator, Member Services reports to the Manager, Member Services and is the first point of contact in Member Services and front office. This role provides support in the areas of Discipline, Appeals and Complaints as well as general stakeholder support for Ontario Soccer.

### **Primary Duties and Responsibilities:**

#### **General Support**

- Point of contact for District Associations, Clubs and Leagues' general enquiries in person, by phone or by email.
- Manage the incoming enquiries to Ontario Soccer's Help Desk email by answering questions and concerns and / or directing them to program areas or department personnel.
- General administrative support for the Member Services department.
- Specialized support for Membership enquiries in the areas of discipline, appeals and complaints.
- Assist with the coordination of District Administrators Workshops, events and communications



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### **Discipline Program**

- Manage the processing of Discipline via Discipline by Hearing (DBH) for Ontario Soccer competitions (OPDL, Ontario Cup, Indoor Cup and Futsal Cup)
- Assist with the coordination and execution of Ontario Soccer's Discipline & Appeals Certification Courses
- Assist with the Case Management for Ontario Soccer's Complaints program.

### **Skills and Competencies**

- Works well in a collaborative and diverse team environment.
- Excellent organizational skills, ability to support multiple priorities at one time and meet established guidelines with minimal support.
- Strong written and verbal communication skills.
- Excellent proof reading and data entry skills with emphasis on accuracy.
- Analytical skills with the ability to collect survey results and provide initial data in excel format.
- Confident, energetic and personable approach to stakeholders.
- Reliable and trustworthy with a proven ability to handle confidential and sensitive situations with discretion and tact.
- Ability to work in a high traffic area, to work flexible hours, including weekends if required.
- Proven experience with full slate of Office 365 tools.
- Basic knowledge of Adobe Acrobat
- Basic knowledge of Website Design

### **Qualifications:**

#### **Experience:**

- Minimum three (3) years administration experience.
- Experience working in the Sport Industry is an asset.

#### **Education and Professional Designations:**

- College Diploma or University degree in Sport Administration or related fields.

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### **Salary Range**

This is a fixed-term contract position with a total contract value ranging from \$45,000 to \$55,000 CAD.



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### Note:

This job description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. The incumbent may be asked to perform other duties, which may be assigned from time to time.

Ontario Soccer is committed to fostering an inclusive and accessible environment; as such, Ontario Soccer will consider applicants that meet the requirements and that reflect and support the diversity of the soccer community. Ontario Soccer is seeking to provide fair, equitable, and accessible opportunities for all employees and prospective employees. Accommodations during the application process are available upon request.

If you are interested in applying for the role of Coordinator, Member Services, please email your Cover Letter, Resume, and any addition resources, with the subject line (Coordinator, Member Services) to:

[Jobs@ontariosoccer.net](mailto:Jobs@ontariosoccer.net)

**Submission Deadline: Wednesday May 6<sup>th</sup> at 4:59 PM**

We thank all applicants for their interest but only those selected for an interview will be contacted.



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