



## **JOB POSTING – CLUB COORDINATOR**

FC Northwest (FCNW) Soccer Club is hiring an experienced leader to join our team as Club Coordinator.

Working with the Board of Directors, Technical Team, and reporting to the Club President, you will be responsible for providing administrative support for the Club's operations. You work effectively with a broad range of stakeholders to deliver a great experience for our membership. You are a seasoned professional with strong project management, communication, relationship and change management skills. You will be responsible for the overall direction, coordination, and completion of your assigned projects. You will ensure consistency between club strategy and its goals, while adhering to quality standards and best practices as expected from governing bodies.

With a focus on customer service, combined with well-developed communication skills and excellent Microsoft Office knowledge, you will communicate with the technical team, board of directors, members as well as league officials in the processing and ongoing maintenance of our membership records.

### **WHAT YOU WILL DO**

- Provide exceptional customer service to enhance the experience of our club members.
- Respond to inquiries, requests and concerns about programs and registrations.
- Answer phone calls and emails professionally.
- Create member profiles, assign membership, program registrations and more through our online registration system.
- Process online credit card and point of sale transactions.
- Work with community clubs, schools and other facilities for field and gym permits, and field maintenance.
- Assist with the coordination of academy sessions.
- Actively contribute to club licensing activities.
- Other duties as assigned.

### **WHAT YOU WILL BRING**

- A degree or equivalent in marketing, business or public administration, or in another business-related vocation from an accredited post-secondary institution.
- A high level of computer literacy with extensive experience working with online registration and payment processing systems. Experience working with accounting software, e.g., QuickBooks.
- Excellent verbal and written communication skills.
- Strong conflict resolution and customer experience skills.
- Must possess a high level of attention to detail and organization skills.
- Experience with working in a non-profit, volunteer-led organization.
- Experience with sports administration, preferably youth sports.
- Experience with coaching would be an asset.
- Must be able to work flexible hours, including evening and weekend events.
- Must pass a Criminal Record Check and Child Abuse Registry Check.



Salary and benefits commensurate with qualifications and experience. This position is a hybrid of in-office and work from home.

Interested candidates may apply via email by submitting a detailed resume and cover letter by **January 23, 2023** to [gm@fcnorthwest.com](mailto:gm@fcnorthwest.com)

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

If you have any questions, please contact [gm@fcnorthwest.com](mailto:gm@fcnorthwest.com)