

PROGRAM ADMINISTRATOR

JOB DESCRIPTION

Position: Program Administrator(Maternity Position)

Reporting to: XC Head Coach

Hours: September 2024 - April 2025(Maternity Position)

Part-time Summer/Fall

-Sept/Oct approx 15-20 hrs week

Full-time Winter

-Nov- Mar 30-40 hrs per week (1 week off at Christmas)

Compensation: Starting at \$26/hr plus SLNC Season Pass (Competitive Wage Subject to Qualifications)

SKILLS AND QUALIFICATIONS:

- Working knowledge of Nordic skiing and ski area operations is preferred.
- Experience with online registration systems and other computer software platforms
- Ability to take direction, function independently, and manage multiple tasks and teams
- Demonstrated problem-solving skills and ability to think and act independently
- Demonstrated team leadership and supervisory skills
- Ability to function in a team environment
- Demonstrates strong administrative and delegation skills
- Exceptional computer skills (word processing, web, WordPress, Google Workspace, Microsoft Office Suite, and information management)
- Superior written and verbal communication skills in working with team members and the public

GENERAL RESPONSIBILITIES:

Leadership and Supervisory

- Ensure prompt communications, preseason recruitment planning, and ongoing Program development and growth.
- Manage Programs Database and Coordinate with Coaching/ Coordinator Team Leads.
- Coordinate with the Operations Manager regarding rentals and communication.
- Act as the Program Recruitment Lead.

Administrative:

- Oversee Registration of all program participants and coordinate with appropriate coaches/ coordinators to ensure they are in appropriate groups and age groups.

- Tracking of all youth and master's program volunteer coaches and leaders.
- Attend scheduled Program staff and Management meetings.
- Attend all Program Committee meetings, create agenda and record minutes.
- Manage tracking, billing, and ensuring payment of program participants.
- Monitor all Programs' calendars of events, including all training sessions and competitions.
- Respond to or forward all emails and communications from parents, athletes, and prospective Program participants..
- Organize coaching courses with CCBC.
- Work with the GM and Club hired Social Media Coordinator to manage Social Media Accounts and Club Newsletter Communications.
- Assist the coaching staff with administrative tasks as needed.
- Create monthly program registration reports for GM to present to the board..
- Review and ensure all Code of Conduct, photo release and other documents are signed and filed.
- Collect Coaches CRC and file them securely.
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Facilities Management

- Ensuring daily maintenance of program office area and supplies
- Coordinate reservation of outbuilding usage for training courses and programs events with the Operations Manager.
- Report any safety issues regarding maintenance to the Operations Manager.

Customer Service

- Identify customer service issues in programs, resolve them where possible, and identify chronic systemic, facility, or staffing problems to the Head Cross-Country Coach and General Manager.

Communications and Marketing

- Monitoring, answering, and referring general email inquiries.
- Contribute to club and event information to members on our communication platforms/tools.
- Develop an annual and monthly calendar of events for programs with coaches, both volunteers and staff.
- Identify and make website updates for program-related information/events and maintain program web pages.
- Send out race notices to the correct programs once received from CCBC.

Skills Development Programs Coach

Job Description

Position: Skills Development Coach (Maternity Position)

Reporting to: XC Head Coach

Hours: Part-time Spring/Summer/Fall. Full-time Winter
*See Programs Administrator(combined role)

Compensation: See Programs Administrator Job Description

Skill Development Programs: A vertically integrated athlete development program (Created in partnership with Nordiq Canada, Sport Canada, and National Coaching Certification Program) is a club program that provides a clear and continuous progression of skier development opportunities, targeting programs for children 3-12 years of age.

Skills and Qualifications:

- Provide inspiration and enthusiasm.
- Working knowledge of Nordic skiing and ski area operations.
- Technically competent Nordic skier and good role model for program participants and parent coaches.
- A minimum of L2T (Learn 2 Train) Coaching certification through the NCCP Program or willingness to take the course in Year 1.
- Ability to take direction, function independently, and manage multiple tasks and teams.
- Demonstrate strong administrative and delegation skills.
- Strong computer skills (word processing).
- Superior communication skills in working with team members, parents, and the public.
- Build effective working relationships.
- A solid understanding of Nordiq Canada's Long-Term Athlete Development Guide.

Leadership and Supervisory

- Lead coach for the SDP Program.
- Responsible for SDP Programs: Bunny Rabbits through Track Attack, Biathlon Bears, and Winter Fit.
- Foster growth in SDP Program.
- The Development Programs Coach will work to recruit athletes and coaches into each of the different programs, ensuring a reasonable coach/ athlete ratio.
- Increase the number of trained/ certified coaches and hold regular technique reviews with the Biathlon and/ or XC Coaches.
- Ensure coaches have enough support during snow sessions.
- Find substitute coaches for when Coaches are going to be away.
- Spend some time leading each group through the winter.
- Build seasonal plans suited to the needs of each program.
- Mentor and support each group lead coach.
- Organization of age-appropriate camps, races, and other fun event days in collaboration with Programs Committee and SDP volunteer coaches.
- Coordinate parent group for weekly refreshments, stadium set up and tear down, etc.
- Coordinate the use of ski areas to meet the needs of different ages/ skill levels within the groups.

- Ensure equipment is ready for each session.
- Act as the Development Program Coach on the Programs Committee.
- Assist with the implementation of the responsible coaching movement.
- Set up pre-season and end-of-season in-person meetings with each group of coaches.

Administrative:

- Stay up to date with CCBC and Nordiq Canada Guidelines.
- Scheduling of coach development sessions with XC Head Coach.
- Coordinate and lead parent/ participant orientation meetings.
- Identify customer service issues, resolving them where possible and identifying chronic systemic or facility programs to the General Manager

Communication and Marketing:

- Monitoring, answering, and referral of email inquiries; respond promptly to all emails and communication from parents
- Attend monthly Programs Committee meetings
- Provide GM with stories and pictures to use in newsletters.
- Update Team Snap with all Program events and theme days.
- Update Team Snap with weekly program sessions and technique style.

***Please send an email with your expression of interest including cover letter and resume to Wendy Shannon, General Manager. gm@sovereignlake.com**

- **Please remember this is temporary Maternity position for the 24/25 Season.**