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|----------------------------|---|-----------------------|----------------|
| <b>Job Title:</b>          | <b>Office Manager</b>   | <b>Job Category:</b>  | Administration |
| <b>Location:</b>           | Terry Fox Athletic Facility and The Dome at Louis Riel High School, both in Ottawa, Ontario |                       |                |
| <b>Level/Salary Range:</b> | \$40,000 annually   | <b>Position Type:</b> | Full time      |
| <b>HR Contact:</b>         | Richard Deneault<br>richdeneault@gmail.com  | <b>Date posted:</b>   | July 12, 2013  |

**Applications Accepted By:**

E-mail: [jobs@ottawalions.com](mailto:jobs@ottawalions.com)

Subject Line: **Attention:** Application for Office Manager

**Job Description**

**Job Purpose:** Provide operational support for the service programs of the Ottawa Lions Track and Field Club, a volunteer-based non-profit organization.

**Duties:**

Office Operations

- Maintain office systems by organizing office operations and procedures, controlling correspondence, designing filing systems, managing office supplies and other clerical functions
- Provide historical reference by defining procedures for retention, protection, retrieval, transfer, and disposal of records
- Provide accounting support by collecting payments and reconciling accounts and reporting on other finance-related activities
- Provide client support services by conducting new member orientation and enrolment procedures
- Manage access to the facilities for regularly scheduled activities
- Support member retention by conducting follow-ups and other retention activities
- Support new member acquisition and sales activities by fielding general and service calls/emails
- Attends non-profit Board of Directors meetings once per month, if requested
- Takes notes at staff meetings and provides meeting minutes (note: this does not include at the Board of Directors meetings)
- Designs and implements office policies by establishing standards and procedures, measuring results against standards, making necessary adjustments
- Contribute to team effort by working closely with the Executive Director and the Board of Directors to accomplish results as needed
- Oversees records organization, maintenance, access and disposal
- Oversees facilities by reserving meeting space, scheduling maintenance, coordinating moves, etc.
- Writes and distributes memos, reports and other necessary documentation
- Compiles data and prepare reports

- Processes new-hire paperwork (e.g., summer camp staff)
- Maintains confidentiality of business and personnel information
- Handles day to day administrative tasks not requiring direct approval by Executive Director
- Performs additional duties as assigned by Executive Director (or other supervisory personnel)

#### Reception

- Answers phones, responds to or forwards email and phone correspondence
- Greets and informs visitors to office (non-members, members, parents, coaches, etc)
- Redirects questions as necessary to appropriate personnel

#### Registration of members

- Prepares and processes all information required for membership ensuring that the data are accurate, complete and comply with Club, City and Athletics Ontario requirements.
- Ensures that all data are maintained in a format compatible with current information management systems.
- Maintains records of all financial transactions in accordance with Club and accounting requirements. Collects and record receipts of dues and contributions
- Register athletes and coaches with provincial governing body (this is included in the first bullet and could, I think, be removed)
- Revise existing membership records, compile list of delinquent dues, and forward information to Executive Director

#### Competitions

- Collects entry information and fees
- Prepares information material on meets detailing fees, transportation and accommodation arrangements
- Makes travel and accommodation arrangements
- Enters athletes in meets

#### Communication

- Provides information to athletes and coaches on facility issues, seasonal renewals, upcoming meets, etc. by email, phone or signs or any combination of these
- Communicates general information to the organization about group activities and upcoming events, including through website updates and social media
- Sends newsletters, promotional materials, and other publications to persons on the mailing list and maintains up-to-date email lists of members
- Keep the Board of Directors informed by periodically reporting on group activities
- Prepares and distributes monthly financial reports
- Prepares materials (not registration related) for web site

#### Other

- Keep records of uniform distribution

- Assists with uniform distribution and clothing inventory
- Coordinates with facility managers (Dome @ Louis Riel and Terry Fox Athletic Facility at Mooney's Bay)
- Monitors facility (Dome Louis Riel) use by club training groups, other training groups and other facility users
- Oversees interns

### **Work Environment**

- Reports to the Executive Director
- Is required to work from multiple locations (Dome @ Louis Riel and Terry Fox Athletic Facility at Mooney's Bay)
- Is expected to work about 40 hours/week
- Mandatory Core Hours: Mon – Thursday 4:30 – 7:30pm; Saturday 9:30 – 11:30
- Must be available for some weekend competitions, meetings
- Is responsible for own transportation
- Must have own computer

### **Skills/Qualifications:**

- Post-Secondary education, or equivalent work experience
- Proficiency in English and French
- Client service oriented: strong customer service, interpersonal, and human relations skills
- Excellent attention to details required
- Ability to work independently with limited supervision
- Ability to use sound judgment and decision making
- Excellent written and verbal communication skills; good email etiquette and communication skills are a must
- Experience in volunteered based non-profit organization
- General understanding of amateur sport at local, provincial, and national levels
- Knowledge of Track and Field would be an asset
- Proficient with Microsoft Office, including Word, Excel, Outlook, and PowerPoint
- Ability to master proprietary software used in business operations (eg. Simply Accounting)

### **Work Context - Physical Requirements**

- Be able to sit for up to 4 hours at a time
- Be able to lift and carry boxes and packages of up to 25 pounds
- Possess manual dexterity necessary for the effective operation of office equipment
- Possess visual acuity