



## Barrie Women's Hockey Association

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Web Site: [www.bwha.ca](http://www.bwha.ca)

Job Title	Office Manager
Reports To	President

### Job purpose

The Barrie Women's Hockey Association Office Manager is responsible for the administration of the BWHA. The Manager develops and implements systems for managing the day-to-day business of the Association, and is primarily responsible for face-to-face customer service with our members. The successful candidate will also be required to communicate effectively with various organization stakeholders including: members, prospective members, coaches, team managers, suppliers, municipal contacts, and the BWHA Board of Directors.

### Duties and responsibilities

Primary job duties and responsibilities include, but are not exclusive to:

#### Administration & Management

- Develops systems for managing and maintaining the Association's business and affairs, including identifying and implementing improvements to existing systems.
- Works with the Registrar to ensure efficient systems for player and staff registration are in place, including:
  - Receiving in-person registrations and payments from members
  - Providing support to members who are experiencing difficulties using the organizations online registration system.
  - Tracking the collecting of credentials and certifications from coaches, managers, and other team staff – including the reporting of outstanding requirements
- Works with the Director(s) or Equipment and Apparel to ensure systems are in place for:
  - collection of team apparel and equipment orders
  - aggregation of these orders into supplier purchase orders
  - tracking supplier orders, and receiving of goods
  - organizing team apparel and equipment orders
  - tracking the issuance and return of apparel and equipment to teams and individuals

#### Schedule and Ice Supply Management

- Works with Board of Directors to determine total ice requirements to support the associations teams and leagues
- Acts as the primary point of contact with and for areas municipalities for acquiring and managing require ice times
- Develops a season schedule which provides the defined hours required for each team and league. Reviews the developed schedule with the Board of Directors and team managers, and incorporates feedback as appropriate.
- Acts as the primary point of contact for team mangers with respect to ice scheduling issues. Investigates and responds appropriately to requests for additional ice times and/or changes to the schedule by teams
- Attends the Ontario Women's Hockey League scheduling day to support team managers to provide immediate response to issues and requests.

### **Financial & Record Keeping**

- Oversees the day-to-day office bookkeeping and financial responsibilities, including management of player / team accounts, processing cash, cheques and credit/debit card transactions
- Maintains office filing system including paper files/file cabinets and shared electronic files.
- Management of office records - identifies and processes documents for archiving or destruction; maintain and keep current all safe deposit box contents.
- Maintenance of a well-kept, organized office and storage space

### ***Customer Service***

- Acts as the primary contact for face-to-face customer service with members who visit the BWA office, or who contact the organization via phone or email.
- Assists members to complete the registration process, including taking payments and ensuring completion of required documentation.
- Acts as an intake point for receiving information from coaches, managers, and other team staff including coaching credentials, and Criminal Record Checks, trainer's certificates, and other documents.
- Prepare, type, and format a wide variety of documentation including letters and emails to the association membership, for the BWA Executive, OWHA and Hockey Canada.
- Screen calls, take messages, respond to inquiries and requests for information as directed and manage information flow including email, letter mail, etc.
- Be aware of all significant association events/announcements and be able to effectively communicate them to the membership and public at large, as required
- Other duties as assigned by the President and / or BWA Executive

### **Qualifications**

A post-secondary Sport Management Degree would be an asset; Provincial, District or Club sport administration experience would be an asset; Strong organizational and time management skills; Available to work flexible hours, including weekends and evenings; Outgoing personality with strong customer service skills; Reliability and a professional manner; Strong computer skills that include knowledge of Microsoft Excel, Word, Power Point, Outlook and Google Docs; Knowledge of RAMP would be an asset; Ability to work independently with minimal supervision

### **Working conditions**

The successful candidate will be required to staff the Barrie Women's Hockey Association office at varied hours, which will include some days, evenings and at least one weekend day. Extended hours will be required during the hockey registration time period, commencement of the hockey season and Sharkfest. Staffing the office during special association events may also be required as needed. Hours of work per week will be 20 - 25, depending on the needs of the membership and/or BWA Executive.