



# Job Posting

Position: Manager of Office Administration

July 12 2022

## DESCRIPTION

The Manager of Office Administration is an integral role within the Calgary South West United Soccer Club (CSWU). The successful candidate will possess excellent verbal and written communications skills, strong business acumen, and an enthusiastic desire to learn. This team member reports directly to the Director of Soccer Operations and is expected to work both independently and as a team member on a variety of simultaneous projects. This full-time position offers working hours primarily in an office environment but on location as necessary.

The following information describes the tasks and projects that the position will be responsible for:

### **PLAYER & TEAM OFFICIAL REGISTRATION**

Manage the registration process, including:

- Ensure completion of criminal record checks (CRCs) and Respect in Sport (RIS) courses for all team staff as per CSWU policy.
- Maintain the CSWU POWERUP Registration Platform database of all historical and current players, coaches, and other team officials.
- Manage all registration payments by the posted deadlines.
- Ensure membership is compliant with all CSWU registration policies.
- Maintain and update, as necessary, the CSWU online registration information and ensure packages and programs are updated each season by required deadlines.
- Coordinate resolution of incomplete registrations and fees.
- Proficient in the Soccer Club's registration software and running of various reports.
- Verify CMSA, AYSL, AMSL, CUSA, CWSA and COMMUNITY rosters each season.
- Preparation of Provincial and/or National Team Rosters and submission to Governing Bodies by required deadlines.

Calgary South West United Soccer Club  
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Tel: 403-281-2798 Email: [info@cswusoccer.com](mailto:info@cswusoccer.com)  
Website: [www.cswusoccer.com](http://www.cswusoccer.com)



## **ADMINISTRATION**

Provide administrative support to include:

- Answer incoming calls and emails to provide general information about the Soccer Club in a knowledgeable, professional, and courteous manner.
- Direct public inquiries to the appropriate Soccer Club staff member or volunteer.
- Other administrative duties assigned as necessary for camps, clinics, academies, tournaments, coaching courses, etc.

## **COMMUNICATIONS AND COLLABORATION**

- Work with the CSWU Manager of Social Media and Website on required content.
- Work closely with CMSA, CUSA, CWSA, ASA and CSA.
- Ensure that all CSWU stakeholders follow all CSWU registration policies.

## **PROJECTS**

Optimize use of CSWU Power-Up Registration System, including:

- Manage Criminal Record Checks and Respect In Sport programs for all Team Officials.
- Address current limitations and glitches in the CSWU Power-Up Registration Platform.
- Centralize all team management and communication through the CSWU Power-Up Registration Platform.

In consultation with the Manager of Social Media and Communications assist in building and deploying a marketing and communications plan, including:

- A communications strategy to improve overall level of internal and external communications.
- Content development plan.
- Network development strategy.
- Design a content calendar with a social media guide, message maps, hashtags that includes pillars, values, teams and all relevant soccer and community related content.

Streamline administrative systems wherever applicable to deliver greater value to membership:

- Identify gaps and opportunities within existing systems and design new systems where applicable.
- Ensure all member information is digitally accessible for all stakeholder groups wherever possible. (Stakeholder groups include: players, parents, coaches, managers, volunteers, community partners, sponsors, Board of Directors, etc.)



## OTHER TASKS

The CWSU Manager of Administration will be required to perform other CSWU related tasks as directed by the Director of Soccer Operations in the performance of duties for the benefit of the Soccer Club. (EG Mini-Fest Administration, Team Photos Scheduling etc)

## HOURS OF WORK AND COMPENSATION

A full-time position (40 hrs weekly), and compensation will be reflective of experience.

## KNOWLEDGE SKILLS AND ABILITIES

- Minimum 3-5 years administrative experience, preferably in a sport environment.
- Must demonstrate the ability to work with volunteers in a not-for-profit environment.
- Superior communication (written & verbal) skills are essential for this position.
- High attention to detail and generates work with a high level of accuracy.
- Can work with minimal supervision.
- Must be well-organized and possess excellent time management skills.
- Demonstrated ability to multi-task in a high paced environment.
- Knowledge of current challenges and opportunities relating to the mission of the Soccer Club is a considerable benefit.
- CPIC (Security Clearance) required.
- Proficiency in Computer Skills
  - Microsoft Office
  - E-mail
  - Internet
  - Registration Platforms

## GENERAL COMPETENCIES AND BEHAVIOURS

- **Analytical Thinking** – Applies systematic, logical reasoning when addressing problems or situations to arrive at an appropriate solution or outcome.
- **Communication** – Engages with stakeholders to understand and transmit information with consistency and clarity and represents CSWU in an accurate, fair and favourable manner.
- **Decision Making** – Makes concrete, well-informed and thought-out decisions that support the overall organization.
- **Networking and Relationship Building** – Effectively builds constructive, friendly, professional relationships with people, striving to enhance the image of CSWU, assisting with promotion and visibility of the Soccer Club to internal and external stakeholders.

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- **Problem Solving** – Possesses the ability to break a situation down into smaller pieces to identify key issues, figuring out cause and effect relationships to solve problems.
- **Service Orientation** – Practices excellent interpersonal skills in dealing with members, the public, staff, the Board under all types of conditions; maintaining a positive and supportive approach.
- **Teamwork** - Works collaboratively and effectively with others to solve challenges and elevate the services that CSWU offers to its members.

#### **WORKING CONDITIONS**

- The Director of Office Administration works in an office environment, but the mission of the Club may often take them to non-standard workplaces.
- The Director of Office Administration works a standard work week, but additionally may work evening, weekends, and overtime hours.

Please Note:

Should you be interested in applying for this role, please send your resume and covering letter to Shaun Lowther at [shaunlowther@cswusoccer.com](mailto:shaunlowther@cswusoccer.com)

Position vacant until filled.

Only candidates selected for an interview will be contacted.