



MEMBER SERVICES & OFFICE MANAGER

Reporting Line:	Managing Director (direct)
Term:	Permanent, Full-Time
Location:	Mississauga, ON
Contract Term:	ASAP
Compensation:	\$46,000 - \$50,000 + group benefits + cell phone allowance + growth opp
Work Conditions:	Weekdays with some evenings, weekends & special events

Position Overview:

The North Mississauga Soccer Club (NMSC) is a National Youth Licensed Club in Canada, dedicated to the development of well-rounded, successful soccer players at the recreational, competitive, and high-performance levels.

The NMSC is seeking a highly motivated Member Services Coordinator to support our members and help deliver outstanding member service. The successful candidate will be a skilled and organized administrative professional with a strong commitment to member service and the ability to work independently.

This role will serve members from both brands: North Mississauga Soccer Club and LFC IA Mississauga.

Key Responsibilities - Member Services:

- Serve as the main point of contact for members, responding to inquiries via in-person, email, telephone, Facebook/Instagram DM, and Twitter
- Provide mentorship, training, support and supervision to Interns and Summer students
- Direct inquiries to the appropriate staff members
- Regularly update the Club's websites and social media channels with information about Club events and programs
- Manage the annual social media calendar
- Process payments and handle all refund requests in accordance with Club policy
- Act as a primary contact for Team Manager support in regards to Team fees and budgets
- Oversee and support the operations of the Churchill Meadows office
- Monitor and enforce member payments, including installment plans and accounts receivable
- Assist with member registration using the Club's registration systems
- Help set up program registration and team management tools
- Complete and submit CTMS applications (AHEG, ATF, ITC) Ryan
- Conduct, process, and analyze surveys
- Assist Club staff with setting up and tearing down equipment for major events as needed
- Reconcile monthly credit card statements
- Collaborate with Club management to develop and distribute member newsletters or updates.



Key Responsibilities - Office Manager:

- Manage relationships with vendors, service providers, and landlord, ensuring that all items are invoiced and paid on time
- Manage general upkeep, and book maintenance as required with our two office locations
 - HVAC, Phone Service, Internet Service, Cleaning Service, etc.
- Oversee alarm codes, key assignments
- Manage correspondence, complaints and queries from members.
- Perform review and analysis of special projects and keep the management informed
- Oversee daily administrative operations of the club, including managing office supplies, maintaining equipment, and ensuring all administrative tasks are completed efficiently.
- Coordinate and schedule club meetings, sending out reminders, agendas and meeting notes
- Provide additional administrative support as needed

Programs Under Management including but not limited to:

- All NMSC and LFC IA Mississauga programs are supported by this role.

Qualifications:

- Pursuing or hold a Bachelor's degree in sports management, business or administration, recreation, education, or a related field, an asset.
- Strong written and verbal communication skills, with the ability to convey information effectively to diverse stakeholders
- Ability to work alone and as part of a team
- Strong planning, time management, and organization skills with the ability to prioritize effectively
- A comprehensive understanding of the Ontario Soccer, OPDL, and League1 is an asset
- First Aid & CPR Certification an asset
- Expertise working in a Soccer Club environment

Application Process:

To apply for the position of "Member Services & Office Manager", please submit your resume and cover letter to careers@nmsc.net by March 13, 2024.

OPTIONAL: *In lieu of a cover letter, candidates are welcome to record a 3-minute video detailing their relevant experience and explain why they are the ideal candidate for this role. Feel free to get creative!*

The North Mississauga Soccer Club is an equal-opportunity employer. We encourage applications from candidates of all abilities, regardless of age, race, religion, gender, sexual orientation, and ethnicity.