
Wapiti Nordic Ski Club

Position Description: **Operations Coordinator**



Status: **Contract – Part Time (0.5 FTE) Year Round**

Standard Hours: **Up to 20 hours per week including one weekend day**

Reports to: **Club President**

1: ORGANIZATION FUNCTION:

Wapiti Nordic Ski Club (WNSC) is an inclusive and welcoming, not for profit society that provides groomed and maintained cross country ski trails for year-round recreation access to club members and the public. It supports Nordic and mountain bike programs, events, and social opportunities. This organization is also responsible for stewardship of the Public Land it occupies, and for overseeing the maintenance and repair of Club buildings and main assets. The Club's key values are: Health and Wellness, Environmental Stewardship, Growth & Development and Fun.

2: PURPOSE OF JOB:

This position is responsible for the coordination of general administrative and lodge operations in alignment with WNSC's organizational vision, values and strategic (business) plan. This position will ensure that Club operations run smoothly, and day visitors and club members have a positive visit and recreational experience.

The Operations Coordinator will facilitate some of the duties previously handled by volunteer Board members and will further enhance those efforts to refine operational processes and optimum service levels. They will work in alignment with the Lead Groomer, Bookkeeper and Lodge Attendants. The position is responsible for coordination of core Club services, scheduling programs, lessons and group use of the facility, and assisting with special events as required.

This position receives direction from the Club President and regularly interacts with the WNSC Board, employees, instructors, volunteers, and members of the public.

3: JOB DUTIES AND TASKS:

a) Provide **administrative services** by:

- Preparing & managing annual membership sales and parking pass distribution
- Overseeing online and in person day pass sales
- Maintaining a schedule of grants and assisting with the preparation of grant proposals (based on Board recommendations of importance)
- Assist sport leaders with event and programming administration, communications, and promotions

- Maintain inventory, restock supplies (e.g. cleaning) and equipment (e.g. skis & snowshoes)
 - Returning phone and email messages in a timely manner
 - Preparing a monthly Operations report for the Board meeting
 - Support the Board in the development of new initiatives
 - Communicate any operational issues to the Club President in a timely manner
- b) Manage and administer **facility bookings** by:
- Arrange opening and closing of lodge by volunteers during winter season
 - Hire and organize private/semi-private ski lessons and school groups, by coordinating ski instructors and / or lodge attendants as required
 - Schedule group use and private bookings based on facility and instructor availability
 - Manage rental agreements, invoices, and payments for bookings
 - Coordinating programs and events in one centralized location (electronic calendar)
 - Ensuring the electronic calendar reflects all user groups within the Club
- c) Oversee **Lodge Attendant personnel** by:
- Scheduling through the winter season for weekends and additional bookings
 - Participate in the recruitment and training of Lodge Attendants
 - Ensure cleaning schedules are met
 - Participate in performance feedback for Lodge Attendants
- d) Promote and manage the Club's **online presence** by:
- Responding to Facebook Messenger to a reasonable degree (with support from volunteers)
 - Acting as the Facebook page's primary administrator (with support from volunteers)
 - Coordinating and producing a monthly electronic newsletter
 - Assisting with the administration of the website and e-store
 - Promoting current Club events on other mediums as required
- e) Provide **excellent customer service** by:
- Acknowledging and greeting all visitors to the lodge
 - Answering questions from visitors
 - Leading by example for Lodge Attendants and supporting them as needed
 - Ensure that notice boards are up to date and optimized
 - Provide direction to new visitors on which trails to use based on their competency
 - Provide direction on lodge access and general club operations
 - Any other duties as reasonable required

QUALIFICATIONS STATEMENT

Knowledge, Skills and Experience:

- A strong foundation of administrative skills and minimum of 2+ years' experience
- Excellent and proven computer and social media skills (this position has a strong dependence on technology)
- Previous customer service and / or supervisory experience, preferably in a service industry or hospitality environment
- A solid understanding of cross-country skiing as a sport and recreation activity
- Ability to communicate clearly and effectively with the public
- Organized and detail orientated
- Self-motivated, personable, and outgoing
- Ability to work as part of a team
- Willingness to work one weekend shift through the winter months
- Proven ability to work alone with minimal supervision
- Strong discretionary skills, sound judgment, and high level of professionalism.
- Ability to manage a variety of tasks and set priorities.

Training Matrix:

- Customer Service Training (as determined by the Board)
- WHMIS
- Working Alone (as determined by the Board)
- First Aid including AED (preferred)
- Fire Extinguisher (preferred)
- Other (as reasonably requested by the Board)

JOB DESCRIPTION CERTIFICATION:

I have read this job description and am aware of my responsibilities:

Incumbent's Signature

Name (print)

Date

This job description is an accurate statement of the position's assigned duties, responsibilities, and reporting relationships.

Supervisor's Signature

Name (print)

Date
