
Wapiti Nordic Ski Club

Position Description: **Operations Coordinator**



Status: **Contract: 7 months (October – April operating year)**

Standard Hours: **20-30 hours per week (including one mandatory weekend shift during Winter months)**

Reports to: **Club President**

1: ORGANIZATION FUNCTION:

Wapiti Nordic Ski Club (WNSC) is an inclusive and welcoming, not for profit society, that maintains and grooms multi-use and Nordic ski trails for year-round recreation for Club members and the public. The organization is responsible for stewardship of the Recreational Lease that it occupies, and for overseeing the maintenance and repair of Club buildings and equipment 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 core programs, general administration 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 that both 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 Trails and Facilities Attendant, Bookkeeper and Lodge Attendants/Ambassadors. 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) Assist with the **coordination of core programs**: *[approximately 50% of role]*

➤ **Adult Ski Lessons:**

- Facilitate pre and post season instructor meetings
- Determine instructor availability and schedule lessons accordingly
- Manage ski lesson registration on Zone 4 and relay information to instructors
- Ensure equipment rentals are aligned with lesson requirements
- Coordinate private individual and group ski lessons as required

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- **Children's Ski Lessons** (Jackrabbits)
 - Help coordinate the recruitment, assignment and training of Parent Leaders for children's (Jackrabbits) ski lesson program
 - Provide administrative and operational support to Jackrabbit leader as required such as assisting with email communication and equipment pick up and return.
- **Equipment Rentals:**
 - Coordinate and supervise lodge personnel to oversee rental room operations
 - Manage rental equipment sign up on Zone 4 along with drop in options
 - Assist with rentals as reasonably required outside normal rental room hours

b) Provide **administrative support:** *[approximately 20% of role]:*

- Promote membership and day pass sales (online and in person)
- Assist with the administration of the Club's website and e-store
- Provide input to the Club's Facebook page and post relevant operation updates on lessons, rentals, etc.
- Assist core program leaders with event and programming communications, and promotions through social media plus posters in the lodge
- Return phone and email messages in a timely manner
- Prepare a monthly Operations report for the Board meeting
- Assist with other program priorities as reasonably set by the Board
- Support the Board in the implementation of new initiatives within the parameters set
- Communicate any operational issues to the Club President in a timely manner

c) Oversee **Lodge Attendant/Ambassador personnel:** *[approximately 10% of role]*

- Schedule personnel through the winter season for standard weekend hours and additional bookings as required
- Ensure that role responsibilities and cleaning schedules are met
- Maintain lodge inventory, restock supplies (e.g. cleaning) and advise on equipment needs (e.g. skis & snowshoes)
- Participate in the recruitment and training of Lodge Attendants/Ambassadors
- Participate in performance feedback for Lodge Attendants/Ambassadors

d) Manage and administer **facility bookings** *[approximately 10% of role]*

- Arrange opening and closing of lodge by volunteers during winter season
- Schedule group use and private bookings based on facility and instructor availability
- Coordinate programs and events in one centralized location (electronic calendar) and ensure the calendar reflects all user groups within the Club

e) Provide **excellent customer service**: *[approximately 10% of role / throughout]*

- Acknowledging and greeting members and visitors to the lodge
- Answering questions and directing them to club resources.
- Provide direction to new visitors on which trails to use based on their competency
- Leading by example for Lodge Attendants and supporting them as needed
- Ensure that notice boards are up to date and optimized
- 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), Google Workspace experience advantageous
- 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 every week through the winter season.
- 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)
- SafeSport training
- 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
