

Coordinator, Membership & Administration

Opportunity

Position Type: Full time - 1 year contract with opportunity for renewal

Location: Toronto, ON (hybrid)

Salary Range: \$48,000-\$52,000

Ideal Start Date: August 14, 2023

Badminton Ontario is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. We celebrate and welcome the diversity of all employees and believe that having a team of individuals with different backgrounds, views, and experiences makes us a stronger and better organization. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability.

Badminton Ontario welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please advise us of your accessibility needs. Information received relating to accommodations will be addressed confidentially.

Organization

Badminton Ontario (BON) is a not-for-profit amateur sport organization recognized by the Ministry of Tourism, Culture and Sport, and Badminton Canada as the governing body for the sport of badminton and para badminton within the province of Ontario. Founded in 1925, our mission is to be the leader of badminton in Ontario by helping citizens lead healthier, active lives through the sport of badminton. Our vision is to connect with all athletes participating in badminton in Ontario while inspiring athletes to cherish badminton and establish it as their sport for life.

Position Overview

The Coordinator, Membership & Administration is Badminton Ontario's first point of contact for member services and support. They are responsible for the successful day-to-day management and ongoing development of the organization's membership database, clubs directory, club affiliation program, and club insurance program. They will work closely with district associations, member clubs, and BON committees. Additionally, the Coordinator will oversee the coach & officials' education & development portfolios which will include assisting with registration, coordinating clinic logistics, managing licenses and certifications, and assisting with program development. They will also oversee general office administration and will support the delivery of BON events where needed. The Coordinator will be a key member of the Badminton Ontario team and will work closely with office staff, as well as board members, and other stakeholders.

Reporting to the BON Executive Director, the Coordinator, Membership & Administration will be a highly motivated, organized, detail-oriented and ambitious individual with excellent communication and active listening skills, strong administrative skills, and a recognized ability to problem solve and work collaboratively in a team setting. The candidate should have previous experience related to membership or volunteer services, program or event coordination, or customer service.

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Duties and Responsibilities

Database Management

- Oversee the BON member database through management and maintenance of the BON member portal and Tournament Software player registration.
- Manage the BON club affiliation program by collaborating with district associations and maintaining the accuracy of the club affiliation database.
- Manage and maintain the Club Directory on the BON website.
- Collaborate with respective committees to produce and maintain a database of active coaches and officials in Ontario.
- Develop and maintain the BON volunteer database.
- Produce and maintain accurate contact lists and distribution lists for district associations, affiliated clubs, athletes, coaches, officials, key stakeholders, partners, and service providers.
- Generate accurate membership reports as requested.

Member Engagement & Support

- Respond to all general inquiries and non-tournament related inquiries by phone and email.
- Monitor BON social media accounts to assist with inquiries and requests.
- Assist members with BON membership registration, payments, and refunds.
- Assist members, clubs, and districts with updating member profiles in the BON member portal and in Tournament Software, as requested.
- Liaise with insurance providers to request, collect, and distribute certificates of insurance for affiliated clubs and BON sanctioned events & programs.
- Collect, track, and organize payments for memberships, affiliation fees, and other fees.
- Develop documents and publications related to membership, club affiliation, and their associated benefits.
- Engage with and assist athletes, coaches, parents, officials, volunteers, and other stakeholders in a friendly and helpful manner, and build positive relationships within the community.

Program & Event Administration and Support

- Provide administrative support for the Coach & Officials education portfolio.
- Oversee the coach & officials certification program and assist with inquiries related to the coach & officials' pathways, training opportunities, and certifications.
- Collaborate with Learning Facilitators to coordinate registration, facility rentals, scheduling, and logistics for NCCP clinics and other coach education & development opportunities.
- Collaborate with BON staff to coordinate registration, facility rentals, scheduling, and logistics for umpire clinics and other officials' education & development opportunities.
- Create and distribute seasonal accreditation badges for coaches, officials, event staff, and BON staff & board members.
- Assist in the development and administration of the BON Sport Development Fund.
- Update the BON website in a timely manner, as needed, to ensure content remains accurate.
- Provide administrative support to the BON Tournaments & Events team as required.
- Assist in the delivery of Badminton Ontario events, such as Provincial Championships, as well as Badminton Canada events, and other sanctioned events as required.
- Liaise with the Coaching Committee, Officials Advisory Committee, and any other relevant BON Committee, as required.
- Represent Badminton Ontario with pride and foster a safe and inclusive sport environment for all.

Office Administration & Other Duties

- Oversee general office administration including mail, office supplies, materials & equipment, and documents & records.
- Assist in the development of office policies & procedures and provide general administrative support to the Executive Director.
- Record and organize meeting minutes from monthly BON board meetings.
- Assist Executive Director with preparations for the BON Annual General Meeting.
- Provide support for event hosting bids and applications, grant applications, and government reports when necessary.
- When applicable, provide administrative, operational, or promotional support to local, community, or other special events, as approved.
- Other duties as assigned or required, within reason and within the scope of the role.

Qualifications and Skills

- Post-secondary degree or diploma in Sport/Recreation Management, Business Administration, Human Resources Management, or a related field, or a combination of post-secondary education and equivalent work experience.
- 1-3 years of relevant volunteer or professional experience related to membership or volunteer services, program or event coordination, customer service, or human resources.
- Knowledge of the sport of badminton is not required but is considered an asset.
- Previous experience working with WordPress, membership databases, and productivity/project management software is considered an asset.
- Strong and effective verbal and written communication skills with emphasis on professionalism and high standards of customer service.
- Bilingualism is considered an asset.
- Exceptional organization and planning skills with the ability to take initiative and effectively prioritize tasks to meet deadlines.
- Excellent attention to detail.
- Strong interpersonal skills with experience building relationships and collaborating with a broad range of stakeholders, including members (athletes, coaches, officials, etc.), parents, member clubs and organizations, facilities, community partners, and corporate partners.
- Ability to work both independently with limited direct supervision, as well as work collaboratively in a small team setting.
- Creative problem solving skills and the ability to adapt to changing environments.
- Demonstrated passion for sport and willingness to learn.

Requirements

- High proficiency with Microsoft Office Suite
 - Valid Class G drivers' license and access to a vehicle
 - Criminal Record Check and Vulnerable Sector Screen
 - Additional education or training in topics related to Safe Sport, Diversity, Equity & Inclusion (DEI), and Concussion Awareness will be required.
 - Flexibility and willingness to work evenings and weekends, as required.
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Environment and Working Conditions

- Badminton Ontario's primary office is currently based in Toronto, ON. We offer a hybrid work model that allows for some remote work each week.
- Weekend and evening work will occasionally be required, largely around meetings and in-season events.
- Domestic travel (within Ontario and sometimes Canada) may occasionally be required.

Compensation

- Salary commensurate with experience and background, within the posted range.
 - Paid time off in the form of vacation days, personal emergency leave, and holidays.
 - Employee health & wellness benefits package including dental, vision, drug, medical, and paramedical coverage.
 - Annual professional development stipend, as approved by the Executive Director.
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Application Information

Please submit a cover letter and resume to Josée Matte, Executive Director, at josee.matte@badmintonontario.ca

Deadline to apply: Friday July 28, 2023 at 11:59pm ET

Please note that only those selected for an interview will be contacted. Interviews are expected to take place in early August.