



Member Services and Operations Coordinator

Position Type: Full Time

Employment Type: Employee

Pickleball Alberta serves as the provincial governing body to promote and develop pickleball for everyone. Our organization, and our sport, is currently experiencing an unprecedented state of change and growth, and we are seeking an experienced and dynamic Member Services and Operations Coordinator to lead day-to-day operations and assist with the development and implementation of programs, services, and competitions.

What's in it for you:

Important work that makes a difference
Collaborative and bold work culture
Strong total compensation plan
Commitment to personal and professional growth

What you'll be doing:

Member Services - Club and Community Development

- Establish good working relationships and collaborative arrangements with members, the pickleball community, and stakeholders to help achieve the goals of the organization.
- Act as the Safe Sport officer for Pickleball Alberta, ensuring policies and processes are in place that ensures a safe and positive environment within the programs, activities, and events of the organization.
- Support member clubs and partner organizations to operate effectively.
- Work to develop partnerships with organizations/people that deliver, fund, or benefit from pickleball activities (e.g.- municipal sport councils, sport institutes and schools, sport development centres, media, private sector, etc.).
- Develop and implement programs designed to increase participation for all with a focus on inclusion, youth, and creating clear linkages to sport for life opportunities. This will include managing various administrative tasks, potentially managing other program support staff, tracking the budget, and ensuring that all identified goals are met.
- Increase membership through improved value proposition, program, and service offering.

Operational Planning & Administration

- Ensure the operation of the organization meets the expectations of its stakeholders.
- Ensure the effective and efficient day-to-day operations of the organization in addition to participating in the development of a long-term vision and promotion of the organization.

- Develop operational plans which incorporate goals and objectives that work towards the delivery of the organizational strategic direction.
- Participate on or lead working groups as assigned.

Financial Management & Resource Development

- Assist with the preparation of the association's annual budget.
- Provide prudent management of assigned program budgets.
- Operate in accordance with the organization's financial policies.
- Lead the development, writing, and submission of grant proposals to funding agencies and partners.
- Assist to develop sponsorship, partnership, or fundraising programs.

Governance Support

- Assist the Board of Directors in the development of policy, procedures, plans, goals, and objectives for the association.
- Assist the President in setting agendas and preparing supporting material for Board meetings; participate in the meetings.
- Inform and advise the Board of Directors on all aspects of the organization's activities.
- Identify, assess, and inform the Board of Directors of internal and external risks that may affect the organization.

Marketing and Communications

- Responsible for receiving and responding to or rerouting general communication directed to Pickleball Alberta.
- In partnership with the Marketing Director, create and execute an annual media and marketing plan.
- On a day-to-day basis, assist with the management of the organization's communications, media relations, marketing, website and social media plans/strategies.

Competition & Leadership Development

- Assist the Competitions Director to coordinate all aspects of Pickleball Alberta's provincial championships in partnership with the local organizing committee.
- Work with Course Facilitators, Head Official, and other key experts to schedule courses, training, certification, and professional development opportunities as appropriate to meet the leadership and technical needs of our sport.

What You Need to be Successful

- A degree in business, management, sport or recreation management, or equivalent
- Two or more years of experience in sport program management and administration
- Two or more years of experience in preparing and monitoring program budgets
- A passion for sport and for pickleball
- Strong understanding of sport administration
- Ability to organize and plan complex events and programs

- Ability to exhibit professionalism and diplomacy
- Experience in working with corporate sector to acquire and maintain partnerships
- Exceptional written, oral, interpersonal, and presentation skills and the ability to understand business processes and to effectively document and communicate processes
- Competence in Microsoft Word, Excel, Power Point and Outlook and an ability to learn other software programs
- Ability to foster collaborative and productive working relationships with staff, volunteers and members of Pickleball Alberta
- Takes a proactive approach to problem solving (and problem avoidance)
- Ability to interact in a socially engaging manner
- Must exhibit a high degree of initiative and responsibility
- Must be able to work flexible hours, including weekend events, and be willing to travel as required
- Must have current Criminal Record and Vulnerable Sector clearances

Hours and Nature of Work

- This is a full-time (40 hours per week), salaried position with some variability in the work schedule, including evenings, weekends and some travel requirements to conferences, meetings, and events. There is an expectation to be on call during occasional events.
- This position reports to the President of Pickleball Alberta
- This position will be home-based for the time being. However, this arrangement may evolve as the organization establishes office space.
- The incumbent will be required to provide his or her own reliable transportation.

Compensation

- The salary range for this position starts at \$45,000 depending upon experience. Any out-of-pocket expenses will be reimbursed as per Pickleball Alberta's expense policies.

To apply

Interested applicants may apply by sending their resume and cover letter to humanresources@pickleballalberta.org by March 22, 2024.