



JOB POSTING

Position: Program Coordinator

Type of Position: FULL TIME

Compensation: Salaried, commensurate with experience

Start Date: January 15th 2023 (Proposed)

Ontario Sailing is a not-for-profit, volunteer organization committed to the promotion and development of all aspects of boating and sailing. Ontario Sailing consists of over 200 member clubs, sailing schools, camps, charters & affiliates who represent over 10,000 member families. Ontario Sailing is the recognized provincial sport governing body responsible for sailing within the province of Ontario, and a member of Sail Canada, the national governing body. This is a responsibility we take seriously! We also take our role as an employer seriously, offering a range of benefits to our staff team.

This position requires a commitment to Ontario Sailing's mission and values. Given the nature of the position, managing confidential information all offers of employment will be subject to the provision that the successful incumbent provides Ontario Sailing with a current and satisfactory Criminal Record Check at the time of hire.

Nature & Scope

Ontario Sailing is seeking a Program Coordinator to join our team. Individuals in this role will have hands on responsibility for providing administrative support to our diverse programs and services. This will include tasks such as data entry, handling customer inquiries and administrative support for leadership courses. This position will require a professional team player with excellent attention to detail and communication skills.

Responsibilities

- Providing excellent customer service to inquiries via both phone and email regarding Ontario Sailing's programs and services specifically related to coaches, instructors, officials and athletes.
- Maintaining the online files related to official, instructor and coach certifications and supporting members in confirmation of those certifications.
- Supporting the organization with maintaining accurate data and the ability to generate reports and update staff on KPI's.
- Work with member organizations and contractors and volunteers to support clinics and training courses hosted in locations across the province.
- Maintain polite and professional communication effectively with a wide range of people representing Ontario Sailing throughout the province via phone, email, and mail.
- Handling additional office and communication tasks, as required such as meeting support, tracking participation and preparing additional communications.
- Work productively with other staff and volunteers to deliver high quality interactions.

Qualifications

- Completion of a post-secondary education in a related program.
- Excellent computer skills, especially with Microsoft Office and online tools.
- Strong written and verbal communication skills, as well as excellent interpersonal skills.
- Strong experience and knowledge of websites, registration systems and social media considered an asset.
- Sailing or other sport system knowledge considered an asset.

Competencies for Success

Commitment to Service Excellence – Deliberately identifies and creates opportunities to enhance every individual's experience demonstrating concern for satisfying one's external and internal customers.

Initiative – Does the right thing at the right time without being asked.

Communication Excellence – The ability to express oneself clearly, concisely and professionally in conversations, interactions with others and business writing.

Teamwork – Actively builds teams and encourages open relationships for maximum organizational effectiveness.

Thoroughness - Ensuring that one's work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

Time Management – Demonstrates ability to get things done effectively and efficiently, which means the right things done at the right time, with the appropriate amount of time spent on them.

Other Requirements and Conditions

- This position is considered full time, there is some flexibility in the nature of the weekly schedule. Weekends, evening, and flextime may be occasionally required for events and special activities.
- This will be a hybrid working opportunity, working remotely is supported however, attendance at the Ontario Sailing office will regularly be required. Occasional travel for meetings or events to other locations may also be required.
- The role may require a small amount of physical activity for assistance with tasks such as event set up, program preparation, and clean up.

If you are interested in the opportunity to be considered to join our team please submit your letter of application and resume by **Noon Tuesday December 5th 2023** to:

Megan Medlock – Program Manager
megan@ontariosailing.ca

*We thank all applicants, however only those considered for an interview will be contacted.
Please note all interviewees will be asked to provide references at their interview.*

ACCESSIBILITY

We are an equal opportunity employer. We welcome and encourage applications from people with disabilities. We will work with you to accommodate your needs in line with the goals of the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should you require accommodation through the application or interview processes, or any stage of the recruitment process, please contact Ontario Sailing directly at 1-888-672-7245 or lisa@ontariosailing.ca.