



## Office and Membership Services Coordinator

### Position Description

Tennis Alberta is the governing body for tennis in the province, providing programs, competitive opportunities, training clinics and administering the sport provincially. Based in the Percy Page Centre, which houses over 70 other provincial sport, recreation, and cultural associations, the incumbent would work in a team environment to effectively understand and satisfy our members' requirements and exceed their expectations.

#### **SUMMARY STATEMENT**

The Office & Membership Services Coordinator, reporting to Tennis Alberta's Executive Director, will be responsible for:

1. The financial administration of the association including day to day bookkeeping procedures;
2. All database functions including tournament administration and membership data management;
3. Program management support;
4. Providing quality customer service and communication to internal and external clients.

#### **MAIN CHARACTERISTICS OF RESPONSIBILITIES/DUTIES**

##### **Customer Service and Communication**

The Office & Membership Services Coordinator will be the association's main contact for general inquiries from our members and the public. He or she will respond to inquiries and requests in a timely manner and provide quick and professional responses to member feedback. Also, the incumbent will be responsible to draft and send written communication to association members via e-newsletters or blast emails. Tennis Alberta has recently launched its first electronic magazine which reports on the tennis scene in the province, celebrate its successes and athletes, recognize its supporters, and address some of its challenges. Incumbent will be responsible to assist in the coordination of the magazine's material.

##### **Database Management/Tournament Administration**

The Office & Membership Services Coordinator will be responsible to input and monitor membership and tournament data. Participation as a member of Tennis Alberta's Tournament Committee is required. More specifically, the incumbent will:

- Oversee the administration of sanctioned events, including working with host tournament directors in implementing tournament procedures and policies;
- Monitor the ranking system and adjudicate and respond to all player inquiries regarding ranking discrepancies;
- Assist in the development of Tennis Alberta's policies and procedures related to tournaments and player membership;

- Effectively input and maintain accurate and up-to-date membership information into the database;
- Prepare tournament and membership data reports.

### **Financial Administration**

The Office & Membership Services Coordinator will be responsible for the financial administration of Tennis Alberta including day to day bookkeeping procedures and filing tasks. He/she will produce monthly and quarterly financial statements for review by the Board, and will deal with all issues related to Tennis Alberta accounts payable and receivable.

### **Program Management Support**

The Office & Membership Services Coordinator will assist, from time to time, in the management and coordination of Tennis Alberta programs, which may include:

- **NCCP**- Assist in the organization of coaching certification opportunities and ensure that participants receive appropriate accreditation.
- **Groovy Girlz Tennis Camps**- Assist in the coordination of these low-cost tennis camps for girls ages 7-10 years.
- **Rogers Rookie Tour**- Assist in the coordination of the schedule of these non-elimination junior events. The incumbent will be responsible to oversee the progress of the tour, assist to track the number of unique participants, and to forward event results on to Tennis Canada.

### **QUALIFICATIONS**

Candidate must be high energy, affable, creative, and self-starting, able to work both independently and with a sizable team of committee members. Knowledge of standard office software packages, e.g., MS Office, Powerpoint, and Internet applications is required. Experience using Simply Accounting or similar accounting software is an asset. Good communication, writing, and interpersonal skills are also necessary.

### **HOURS OF WORK AND COMPENSATION**

The individual will be required to work 28 -32 hours per week. There is flexibility in the work schedule although an eight hour work day on Thursdays and at least a four hour day on Fridays would be expected (may work few evenings to participate in committee conference calls). This is an hourly position; the wage will range between \$14 and \$18 per hour depending on qualifications and experience. Any out of pocket expenses will be reimbursed. The position is a new temporary position and will be reviewed after six month and twelve months to determine if the position is feasible.

### **APPLICATION PROCESS**

If interested in applying for this position, please submit your resume, including references, by fax or email to the attention of Jill Groves. Deadline for application is February 26, 2009.

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