

Office Manager

An opportunity exists for an experienced and enthusiastic Office Manager to join our small and busy team. It is a diverse and active role ensuring the smooth running of our customized registration system and administrative functions, along with supporting our Technical Gymnastics Programs Director and Recreational Manager. The Office Manager will report directly to the Executive Director and works as an integral member of the team to assist with registration system programming and office operations.

Specific Areas of Responsibility:

Reception/Customer Service Support

- Switchboard operations in accordance with approved procedures. Ensure that all incoming calls and emails are answered in a timely manner and that individual calls are directed appropriately.
- Responsibility for creating a list of office supplies, coffee and janitorial supply refills needed and ensuring distributed
- Shipping and receiving coordination of couriered items.
- Responsible to ensure that office equipment is maintained and that technical service requirements are managed in a timely manner.
- Maintenance and ongoing documentation of Reception Procedures
- Maintenance of Reception Folder on Shared Public Drive.
- Customer complaint and resolution management
- Superior telephone manners and strong interpersonal skills.

Registration Programming

- Responsible to administrate and maintain enterprise software solution for member program registration system.
- Responsible to maintain current programming content on website, enterprise software, as well as customer support & troubleshooting.
- Excellent time and project management skills.
- Content Management System (CMS) management and maintenance (including optimising integration across different databases)
- Basic IT, system and process support and training of all staff.

Technical Expertise

- Experience in a not for profit sporting business and working with volunteers an asset;
- Experience with web-based applications (blogs, social media) in content management;
- Minimum five years previous experience in office manager role;
- General knowledge of Human Resources theories, practices, legislation and resources would be considered an asset.
- Ability to respond appropriately in pressure situations with a calm and steady demeanor.

- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Discretion and ability to organize and prioritize multiple tasks under tight deadlines
- Strong Business/Technical skills – proficiency in PC capabilities including the Microsoft Office Suite
- Must be able to handle confidential information in an ethical and professional manner.
- Effective attention to detail and a high degree of accuracy.
- Strong problem identification and problem resolution skills.
- Sound analytical thinking, planning, prioritization, and execution skills.
- Highly conscientious, along with an energetic and mature approach to his or her work

Proven strengths in the area of:

- **Customer service orientation** – Understanding and meeting internal and external customer needs and perspectives.
- **Accountability** - Results oriented, takes ownership and delivers on commitments.
- **Communication** – Clear, concise, tactful, listens actively and objectively, open and consistent communication with all levels of the organization
- **Teamwork** – Works collaboratively with others to achieve common goals, while adding value to the team.

Working Conditions

- September to June work schedule
 - Saturday 8:00am to 3:30pm
 - Monday, Wednesday and Thursday noon to 7:30pm
 - Tuesday 2:30pm to 10:00pm
 - Friday and Sunday off
- July and August work schedule
 - Monday to Friday 7:30am to 3:00pm
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.
- Lifting or moving up to 50lbs may be required.
- Prior to first day of work current Criminal Records Check and Alberta Child Intervention Check;
- Current Respect in Sport certification and Standard First Aid (minimum) to be obtained within first six months of hire.

Starting Wages: Commensurate with experience.

Benefits: Extended health/dental available after 3 months employment for full time staff, paid holidays, professional development.

Our company is an equal opportunity employer that provides a workplace environment that fosters creativity and innovation; we offer competitive rates, flexible schedules, benefits, challenging projects, a

dynamic and friendly work environment. We are looking for someone to fit into the current team with a professional, cheerful, take-charge/can-do attitude.

Qualified applicants are invited to apply in confidence. Applications for this position will be accepted on an ongoing basis and will be kept on file for a period of six (6) months. Submit resume to hr@ortonagymnastics.com

Skills and proficiency tests will be administered as part of the interview process.

Please make sure to include which position you are applying for and be detailed regarding your experiences. Required certificates & checks must be supplied before job start. Any job offers made will be conditional upon receipt of the required documentation.

Ortona Gymnastics thanks all applicants for their interest, but advises only those under consideration will be contacted.

We are located along the LRT line (South Campus stop) in the Saviile Community Sports Centre in Edmonton, Alberta.

Enriching the lives of those in our community who strive for personal excellence, through gymnastics.

