



**Posted:** Wednesday, August 13, 2014

**Expires:** Wednesday, August 27, 2014

**Position:** Program Coordinator, Bell Sensplex & Cavanagh Sensplex

**Job type:** Full Time, permanent

**Reports to:** Manager, Development Programs

## JOB DESCRIPTION

### PRIMARY OBJECTIVE

*All team members of Senators Sports & Entertainment are held accountable for creating raving fans.*

The Program Coordinator is responsible for researching, developing, planning, organizing, marketing, executing, evaluating and reporting on world-class programs and events held at or on behalf of Capital Sports Management Inc. ("CSMI"), at the Bell Sensplex and Cavanagh Sensplex facilities. The Coordinator is responsible for delivering outstanding customer service and ensuring all part-time team members involved in the execution of CSMI programs do the same.

### ESSENTIAL FUNCTIONS

#### Essential Raving Fans Responsibilities and Accountabilities:

- Seeks ways to enhance the fan experience in unexpected ways
- Empowered to say YES, creating raving fans of Senators Sports & Entertainment
- Knows and lives SSE's mission everyday through service, teamwork, continuous improvement, change, and fun
- Obsessed with client satisfaction, asking, "How can I exceed your expectations today?"
- Maintains consistency in attitude and behavior, exceeding expectations
- Works to make a specific impression on our clients. That impression is that of someone who is Wowed, Overly Satisfied and a Raving Fan
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude
- Notices and accurately interprets what clients are feeling, based on their words, tone of voice, expressions, and other nonverbal behavior
- Takes a personal interest in clients by asking about their concerns, interests, family, hobbies, etc. to develop relationships.
- Presents a cheerful, positive manner
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence

## Ongoing

- The Coordinator is responsible for developing, marketing, actively selling, and successfully operating programs for CSMI which include (but are not limited to)
  - Hockey camps
  - Weekly hockey skills sessions
  - Specialty hockey clinics
  - Youth learn to skate programs
  - Youth 4 on 4 leagues
  - Prospect Camps
  - Other programs
- In addition, the Coordinator will identify and pursue opportunities other than those listed above for CSMI
- Build & manage relationships with program clients
- Preparation of schedules for programs and leagues
- Responsible for ensuring that all aspects of programs are professionally executed
- Responsible for ensuring registration targets for all programs are exceeded using a creative and hard-working approach
- Responsible for preparing individual program budgets, forecasts, and final financial reports
- Execute program marketing plans and assist with the development of these plans
- Responsible for delivering outstanding customer service and responding to all program inquiries in a timely fashion and as per company policies
- Attend third party events or locations with the goal of promoting CSMI-run programs
- Develop and deliver presentations to large groups (including minor hockey coaches and executives)
- Responsible for payment collection for all programs
- Responsible for the hiring & continuous training, coaching/mentoring & evaluation of part-time staff
- Responsible for scheduling of program part-time staff (instructors, counselors, registration desk, etc.)
- Dealing with parents, coaches, and hockey executives on a regular basis
- Manage content of related program pages on CSMI websites
- Pre & post program communication (written & oral) with all clients including phone, email and in-person
- Ensure relevant information is communicated in an accurate and timely fashion to all program participants
- Maintain program files for waivers, and program-related revenue and expense back-up
- Supervise part-time employees, interns, and coop students as required
- Serve on interdepartmental committees as requested or required
- Occasionally assist with the execution, planning or marketing of CSMI run hockey tournaments
- Responsible for following policies & procedures set out by programs department management and the Senators Sports & Entertainment group of companies, and for ensuring all part-time team members do the same (including Occupational Health & Safety related)
- Other duties as requested by the Manager, Development Programs or Director, Hockey Programs

## QUALIFICATIONS

- University Degree or College Diploma in a sports or business related field
- Must have an intimate knowledge and understanding of the game of hockey
- Excellent written and oral communication skills (written communication competency test may be required during application process)
- Knowledge of and experience with youth programming
- Minimum of two years customer service experience (education in this area is an asset)
- Previous experience in event or program planning & executing
- Must be proficient with MS Office applications (Excel, Word, Outlook) with special emphasis on MS Excel
- Bilingualism is an asset (oral & written English and French)
- Excellent supervisory skills & relevant experience
- Must be a team player
- Very strong work ethic
- Ability to work under pressure situations and deal with difficult people on a regular basis
- Ability to meet tight deadlines
- Must hold a valid driver's license and have own means of transportation
- Must be available to work evenings, as well as some weekends and holidays

To apply, please submit your cover letter and resumé in confidence no later than Wednesday, August 27, 2014 to the People Department: [employment@ottawasenators.com](mailto:employment@ottawasenators.com)

*We would like to thank all applicants for applying; however, only those applicants selected for an interview will be contacted. Applications received for this competition will be maintained on file for a period of 6 months and may be referenced for future staffing requirements.*

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