



Nepean Minor Hockey Association

Part Time Office Manager Responsibilities

Areas of Strength

- Organized
- Self-starter and able to work with limited supervision
- Outgoing
- Professional
- Deal with conflict/complaints/etc.
- Willingness to learn

Required Skills: Proficiency in MS365 (Excel, Outlook, OneDrive) medium to advance user

Asset: worked in a volunteer-led organization; strong hockey knowledge; working with youth, knowledge of Hockey Canada Registry

Reports to: Current President of the NMHA

Availability: Must be able to work evenings and weekends

Hours: Starting at 20 hours / week with the potential of up to 30 hours a week during peak season.

Responsibilities

1. Maintain NMHA office hours and be the first point of contact for our members.

- Customer Service:
 - Answering general questions
 - Liaising b/w members and Board/responsible area
 - Responding to generic email box and voicemail and/or forwarding to appropriate person
 - Tracking and invoice of merchandise purchases
- Coordination and Liaison: Be the main point of contact for the city of Ottawa for:
 - Room bookings (Boardroom, AGM, Manager Liaison Meeting, Hockey Office)
 - Point of contact for building (Walter Baker) on issues related to teams using the facility (i.e. removing dividers after ice times, changeroom issues, etc.)
- Receive and coordinate distribution of various team items such as photos, merchandise, plaques, sponsor tags, game sheets, etc. Responsibilities include:
 - coordination with NMHA Board or responsible person to communicate with the teams.
 - record who/what/when regarding information sent out and items picked up.
- Support board initiatives with organization and planning of special events such as Volunteer Appreciation Night, Food and Toy Drive, tournaments, other charitable events, etc. Duties include:



- o coordinating volunteer schedules
- o planning
- o logistic support
- o record-keeping
- o other

2. Financial Support: Working with the Treasurer to support teams in their financial needs

- Accepting payments
 - o General merchandise
 - o Team payments
 - o Jersey deposits
- Deposit funds
 - o Record funds received
 - o Bank Deposits
- Team Reconciliation
 - o Jersey deposits
 - o Other team expenses (IOUs)

3. Registration Support:

- Support the Registrar as needed, which could include
 - o Building Team Rosters
 - o Running reports
 - o Capturing registrations
 - o Maintaining Store items
- Serve as back up to the registrar

4. Office Maintenance:

- Maintaining office space:
 - o Organize and maintain files and supplies
 - o Basic cleaning
- floors, wipe surfaces, etc.

Other duties as assigned