



Manager, Athlete Coach Services & Communications

Pacific Sport Fraser Valley - Powering Sport

PacificSport Fraser Valley delivers sports performance programs to help athletes and coaches win medals for Canada and supports provincial and local sports organizations, municipalities, the health sector, and educational institutes to increase grassroots sport and physical literacy. PacificSport Fraser Valley is creating a stronger sports system, serving communities from Surrey to Hope, working in support of our national, provincial, and regional sports partners.

Job Overview

The role of the **Manager, Athlete Coach Services & Communications**, is to manage the Athlete Coach Services portfolio, which includes working with CSI and communicating with all registered athletes and current coaches while also maintaining and building relationships with partners. The role of the Manager, Athlete Coach Services & Communications must also continually offer benefits/services/programs and support both the registered athletes and coaches and the athletes and coaches in our community. This includes but is not limited to coach education through NCCP and professional development courses, high performance programs, speaker series and more. The part of Communications in this position includes both internal and external communications, such as social media and website management and updating internal communications documents.

Accountabilities

- Maintains relationships with registered athletes and coaches
- Manages all social media platforms, including Facebook, Twitter, Instagram, and LinkedIn (includes curating and creating content, scheduling posts, and follower engagement)
- Updates and audits the website with current events and programs and creates/distributes The Sports Scoop monthly.
- Communicate with Athlete Coach Services partners to continue partnerships or review annually. This includes updating MOUs and discussing further involvement (i.e., Speaker Series & workshops)
- Plans all coach education courses (NCCP & PD)
- Supports multi-sport programs, mainly through communications plans and creating promotional content, but occasionally on site
- Perform other job-related duties as assigned





Job Requirements

- A bachelor's degree in a related field or a combination of Education and Experience in the Sport Sector
- Experience with recreation program development and delivery
- Experience in recreation administration
- Experience supervising staff or coaching
- A strong understanding of coaching regulations and the National Coaching Certification Program (NCCP)
- Experience working with children and youth, and a strong understanding of its complexity
- Experience working with a diverse group of people
- Experience with marketing and communications is an asset.
- Minimum 1-3 years of experience described above.
- Successful completion of security screening requirements, which may include criminal record checks, and/or Criminal Records Review Act (CRRRA) checks, as required.

Willingness Statement: Must be willing to travel across the Fraser Valley.

PacificSport Fraser Valley is an equal opportunity employer committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on age, ancestry, race, colour, citizenship, ethnic origin, place of birth, disability, genetic information, family status, marital status (including single status), pregnancy, gender identity, gender expression, sex or sexual orientation, religion, or any other protected characteristic as outlined by federal, provincial, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. *PacificSport Fraser Valley* makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, please speak to the Executive Director.

Knowledge, Skills, Abilities, and Other Characteristics (KSAO's)

Knowledge

- Proficient in Word, Excel, and general computer/email knowledge
- Social media management, content creation
- Basic design knowledge
 - Canva

Skills

- Time management skills





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- Leadership skills
 - Interpersonal skills
 - Analytical skills
 - Decision-making skills
 - Problem solving skills
 - Management skills

Abilities

- Creativity
- Emotional Intelligence
- Public speaking
- Networking

Licensing/Certification Required

- MS Office
- NCCP Making Ethical Decisions
- Safe Sport
- Respect in Sport
- Keeping girls in sport
- Heads up Concussion training
- Physical Literacy Instructor Program Certification
- NCCP Fundamental Movement Skills Course
- First Aid
- CPR training

Competencies

Competencies refers to any behavior, attributes, and personality traits a person might have, such as knowledge and skill set, which can help determine how successful they will be at the job they are applying for.

It can help define an employee's behavioral strengths for the future success in the workplace by distinguishing excellent performers.

Social Competencies

1. **Cultural Agility** - Capability to work with people of various cultural backgrounds and culturally diverse situations.
 - Adapts delivery and programming to be culturally mindful and respectful





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- Open to new experiences and cultures; channels uncertainty into curiosity and appreciation
 - It takes one's own lived experience to relate to and understand, and identifies the uniqueness of an individual's lived experience.
 - Capability to work effectively in multi-cultural situations
- 2. Empathy** - Understanding other people's emotional makeup and placing a high value on the feelings of others.
- Identify and understand the impact one's feelings have on thoughts, decisions, behaviour and performance at work.
 - Willingness to help others with personal issues and approach problems from a different perspective
 - Demonstrates open communication and more effective feedback
 - Challenge your biases
- 3. Corporate intrapreneurship** - focuses on creating, governing, and integrating new projects within the organization.
- Pursues new program opportunities that support the organization's strategy and expand their offerings
 - Independently sources funding for new programs and expansion opportunities
 - Takes the lead and is adaptive in solving issues and challenges that may be faced
- 4. Relationship Building** -Identifying, building and maintaining formal and informal relationships and networks that add value and support role and organizational objectives and interests.
- Actively pursues new collaborative relationships to expand their network and support the organization
 - Nurtures these positive relationships by helping their endeavours
 - Develops meaningful relationships with external partners and sponsors to broaden the financial portfolio

Behavioral Competencies

- 1. Communication** - Ensures key and critical information are shared in a timely fashion. It is developing and delivering information in multi- modes that meet the needs of different audiences.
- Practices active listening when engaging in conversation with others
 - Seeks to understand before reacting





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- Responds to others promptly
 - Remembers previously shared information
 - Maintains a positive attitude under stressful situations to draw out the clearest thinking
- 2. Conflict Management** - Navigate a conflict effectively within an organization with conflict management skills
- Facilitate open communication between people involved in a conflict with active listening
 - Prevent conflict in an organization by creating a positive and supportive working environment
 - Negotiate and confront employees in a conflict in a constructive manner
- 3. Creative problem solving** - taking an adaptive and resourceful approach to resolving issues that arise for the organization.
- Critically assess the problem at hand and its applicable resources
 - Reframes and reassesses issues from a variety of perspectives to determine the course of action
 - Utilizes innovative methods and technologies
 - Share their success and failures with others to promote better creative problem solving
- 4. Multitasker** - ability to effectively work on one task while managing and keeping track of several others simultaneously
- Handles several projects at once while achieving multiple goals within a timely manner
 - Assessing and understanding various issues that may arise
 - Prioritizes tasks and addresses the most critical and pressing demands first
 - Effectively must be able to rotate their concentration smoothly and entirely from one activity to another
 - Demonstrates punctuality and allocates time
- 5. Team player** - the ability to work with others toward a shared goal, participate actively, share responsibility and rewards, and contribute to the capability of the team
- Empathize and create an atmosphere of respect, helpfulness, and cooperation
 - Encouraging the efforts and contributions of others
 - Demonstrates practical active listening skills



- Ensures that the team goals are achieved through fair and reasonable sharing of responsibilities
- Delegates and shares tasks

6. Planning, Organizing, and Coordinating - ability to determine goals and priorities and to assess the actions, time and resources needed to achieve those goals

- Developing and implementing increasingly complex plans
- Monitoring and adjusting work to accomplish goals and deliver to the organization's mandate
- Establishing priorities systematically, differentiating between urgent, meaningful, and unimportant tasks
- Defining and grouping the activities of the enterprise and establishing the authority relationships among them
- Optimizing results in the workplace

Position Details

- Term: Maternity Leave Coverage. November 18th, 2024 – October 31, 2024
- Location: Hybrid Work Environment (Langley)
- Salary Compensation Range: \$43,000-\$48,000
- Hours: 30 hours/week

TO APPLY

- Please email srudnisky@pacificsport.com and Include:
 - Subject Line: Manager, Athlete Coach Services, Communication Application
 - Attach your cover letter and resume, and all relevant documentation (including proof of certification) in a single document.

Deadline to apply: October 25th at 5:00pm.