

COORDINATOR, COACH & PARTNER SERVICES & ANALYTICS

STATUS	Permanent Full-Time
REPORTING TO	Manager, Coach and Partner Services and Analytics
LOCATION	Ottawa, ON (All employees currently working from home)
SALARY	\$35,000.00 to \$40,000.00
START DATE	November 2020
LANGUAGE	Bilingualism (French and English)
WEBSITE	www.coach.ca

SUMMARY

The Coaching Association of Canada unites stakeholders and partners in its commitment to raising the skills and stature of coaches, and ultimately expanding their reach and influence. Through its programs, the CAC empowers coaches with knowledge and skills, promotes ethics, fosters positive attitudes, builds competence, and increases the credibility and recognition of coaches.

The CAC is dedicated to offer a diverse and inclusive workplace and to create a culture and commitment that align with our aspirational [values](#).

- Seek to Understand
- Cultivate Inclusion
- Be Curious
- Act with Courage
- Lead and Serve with Gratitude

The CAC understand the diversity of its workforce and offer different opportunities through its practices and policies to promote a work-life balance for its employees.

The Coordinator, Coach and Partner services, analytics provides assistance to the coaching, sport partner and professional coaching community in their use of CAC services. This assistance is highly effective at servicing clients in the set-up, use, training, troubleshooting, and problem-solving of their coaching accounts and records in The Locker. As well, as a member of the Coach & Partner Services Team you will be responsible for assistance in understanding the NCCP pathway and ongoing service delivery processes.

DUTIES & RESPONSIBILITIES

Coach and Partner Services:

- Providing phone, email, and live chat support to NCCP coaches, professional coaches and partners using established processes;
- Applying analysis skills to troubleshoot issues with NCCP training transcripts by telephone and/or email;

- Processing requests for new services or information about the NCCP pathway, eLearning modules, CAC products, resources available for coaches, etc.;
- Meeting Service Level Agreements for various service desk functions;
- Working collectively with other groups in the organization to define response paths and to manage user expectations;
- Maintaining technical processes and procedures;
- Leading and managing Locker training for partners;
- Development of training materials & courses for the Locker database;

Analytics support:

- Participate in the repackaging and dissemination of data to internal teams;
- Support the delivery of the CAC's analytics and data reporting strategy by ensuring accuracy of data and timely reporting;
- Use and maintain data models, reporting systems, dashboards, and performance metrics to support corporate and partner reporting needs
- Carry out data analysis to detect trends and assist in root cause analysis for problems and opportunities;
- Research and document data requirements, data collection and administration policy;
- Provide insight to the Development Team regarding ease of collecting data and potential considerations for data management.

QUALIFICATIONS

- Bilingual essential, both spoken and written;
- Experience in customer-service;
- Ability to use tact and diplomacy when dealing with various clients;
- Strong organizational and administrative skills to ensure that user expectations are reliably and appropriately addressed in a timely fashion;
- Experience working with databases, dashboards and creating reports using all relevant data;
- Possess strong problem solving, quantitative, and analytical abilities;
- Ability to quickly assimilate, learn, and apply new skills;
- Knowledge of the NCCP and sport system in Canada is considered an asset.

APPLICATION INFORMATION

The CAC is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, age, marital status, family status or disability.

Please send your resume and cover letter by **October 25, 2020** to hr@coach.ca. All responses are appreciated, however, only those selected for an interview will receive a reply.