



COORDINATOR, COACH & PARTNER SERVICES (CPS)

STATUS	Term until March 31 st , 2025, with possibility of extension
REPORTING TO	Manager, Projects and CPS – Corporate Services Department
LOCATION	Ottawa, ON
SCHEDULE	40 hours per week (Monday to Friday)
ANNUAL SALARY	Pay Band 7 \$45,000 – \$50,000

POSITION SUMMARY

Reporting to the Manager, CPS & Special Projects, the Coordinator, CPS is responsible for providing excellent customer service and administrative assistance to a network of coaches, sport partners, and CAC colleagues in the maintenance and use of CAC products and services.

CORE DUTIES & RESPONSIBILITIES

Customer Servicing

- Respond to customer inquiries by phone and/or email in a timely and professional manner, ensuring adherence to established processes and service standards.
- Meet service standards for various service desk functions.
- Develop and maintain in-depth knowledge of the organization's products and services, including the National Coaching Certification Program (NCCP) pathway, training modules, CAC products, and other resources available for coaches.
- Process requests for support or information pertaining to the organization's products and services.
- Track, review, and resolve customer inquiries and complaints.

Database Administration

- Develop training materials and lead training sessions for customers to utilize CAC database functions and other products and services.
- Assist with database management and administration.
- Troubleshoot technical and user issues with the database by telephone and/or email.
- Work collectively with colleagues to define response paths and manage user expectations.
- Maintain technical processes and procedures.

Internal Support

- Provide cross-departmental administrative support for projects, committees, and initiatives, such as note-taking, module testing, and logistical event support.
- Manage files and documentation for assigned projects and initiatives.
- Support the preparation of data reports for internal teams.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES, & OTHER COMPETENCIES

The following knowledge, skills, abilities, and other factors, gained through work experience, education, or a combination thereof, are essential for success in the role.

Core Competencies (as defined at coach.ca)

- Empathetic listening
- Effective communication
- Cultural awareness
- Inclusive teamwork
- Adaptability
- Inquisitiveness
- Critical thinking
- Conflict resolution
- Collaborative relationship building
- Integrity

Functional Competencies

- Relationship-building: the ability to establish, develop, and maintain positive connections with others.
- Time management: the ability to properly prioritize, allocate, and utilize time effectively to achieve competing tasks and deadlines.
- Administrative skills: the ability to manage administrative tasks (for example, electronic filing, answering phone calls, tracking service level agreements) with keen attention to detail.
- Database maintenance: perform regular database audits and updates to ensure data accuracy and proper database functionality.
- Basic working knowledge of Microsoft Office suite.

Job-Specific Competencies

- Bilingualism (English and French) essential.
- Customer support: the ability to provide assistance and/or information to resolve customer issues or inquiries.
 - Experience in customer service or customer support role is essential.
 - Experience working with Freshdesk or other customer support software is considered an asset.
- Product expertise: the ability to develop in-depth knowledge about CAC products and services. Demonstrated knowledge of the NCCP and sport system in Canada is considered an asset.
- Technical proficiency: IT/support desk knowledge or the ability to learn, use, and troubleshoot programs and software.

WORK ENVIRONMENT

- The CAC operates a hybrid work model with employees working in the office 3 days per week.
- All employees have a dedicated workspace within a shared office environment.
- This position is part of a team providing customer service coverage from 8h00 – 17h00 Eastern Time. The incumbent will be required to complete 8-hour work shifts within this window.
- This is a public-facing role. The incumbent should be comfortable interacting with members of the public and leading group presentations.

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 **May 20, 2024** to hr@coach.ca. All responses are appreciated, however, only those selected for an interview will receive a reply.