**Milton Minor Hockey Association (MMHA) Office Administrator Position Posting**

**Our Mission**

To bring to the community of Milton a quality hockey experience that positively impacts the lives of the participants and especially serves to deliver outstanding value to the children, parents / guardians, families and the community of Milton.

**Our Vision**

To be Ontario’s best Hockey Association. For us, being the 'best' means developing our players at both the House League and Representative levels, through providing value and quality engagements that really make a difference in the participants and families lives and encourage and promote participation through fair play.

**DESCRIPTION:**

This part-time independent contractor position reports directly to the MMHA Executive. The main purpose of the role of MMHA Office Administrator is to provide support and to act as a point of contact for the MMHA members. The applicant should have past experience in an administrative capacity working both independently and in a team environment, and must be able to work in a fast-paced environment while maintaining accuracy and reliability of work performed.

ACCOUNTABILITIES:

 Answer inquiries in a timely, professional, and accurate manner

 Perform administrative duties

 Specific Accountabilities as follows

 Season Preparation

* Determine Season requirements in conjunction with Program Directors
* Provide support under direction of the Representative Administrator/Office Manager

 Registration Set-up

* Coordinate/facilitate registration
* Ensure accurate registration records
* Process player transfers

 Assist in coordinating ice requirements with the Town of Milton

* Process payments
* Support ice scheduling

 Miscellaneous support for the following:

* Tryouts
* Permission to Skate forms
* Password resets
* MMHA website
* Travels Permits
* Documentation requirements
* Tournament support

 Provide quality customer service to MMHA members and Board members

* Including adherence to Service Level Agreements for e-mail/phone response times
* Act as first point of contact for the MMHA

 Other duties as required

 Availability to adjust work hours as required to support the association throughout peak season

QUALIFICATIONS:

Required:

* Excellent organizational, priority management and administrative skills within a rapidly changing environment
* Excellent working knowledge of MS Word, Excel, PowerPoint and MS Outlook
* Ability to work quickly and accurately with minimal supervision
* Excellent written and verbal communication skills
* Proven ability to work with confidential information and maintain absolute discretion
* Proven ability to take initiative, solve problems creatively, exercise sound judgment and anticipate the needs and requirements of the department
* Ability to multitask
* Enjoy a high volume, fast paced work environment
* Highly developed interpersonal skills

Assets/Preferred:

* Post secondary education in Secretarial or Administrative Studies
* Experience with Goaline software or similar