

## **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