Milton Minor Hockey Association (MMHA) Representative Administrator/Office Manager

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 full-time independent contractor position reports directly to the MMHA Executive. The main purpose of the role of Representative Administrator is to provide support and coordination for the MMHA and to function as Office Manager for the MMHA office. 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
* Prepare Ice request package
* Act as chief point of contact for Representative and Minor Development Coaches

• Registration Set-up

* Coordinate/oversee all registration requirements
* Ensure accurate registration records
* Process all transfers

• Coordinate ice requirements with the Town of Milton

* Processing payments
* Scheduling Representative and Minor Development ice requirements

• Miscellaneous support for the following:

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

• Provide quality customers 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 to the OMHA and to other organizations’ Representative and Minor Development Ice Schedulers and Coordinators

• 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
* Minimum 3 years experience in an administrative role
* 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