

Job Description

Job Title:	Student Services and Intercollegiate Coordinator
Department:	Athletics and Recreation
Reports To:	Associate Director, Athletics
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2017

Primary Purpose

The incumbent is directly accountable to the Associate Director, Athletics in the Department of Athletics and Recreation. The incumbent is responsible to provide reception, travel, and administrative support for all aspects of the interuniversity sport programs. This includes the coordination, tracking and auditing of student eligibility and academic support; organizing all team travel arrangements; and assisting the Manager of Interuniversity Sport with the coordination of student-athlete support. The incumbent will also ensure that the programs offered to students are contributing to the vibrant student experience.

Key Accountabilities

Varsity Travel Arrangements

The incumbent coordinates all travel (exhibition, regular season, and post-season) for all varsity sport programs and departmental staff. This includes 32 varsity team, exhibition, regular season, and post-season travel, Club teams, and approximately 30 staff members.

- Arranging rates and accommodations for varsity teams, recruits, staff and coaches as required
- Coordinates arrangements with car/van rental, charter bus and airline companies by working with our partners and assessing the marketplace for the best price
- Advises coaches and others of arrangements made and provides detailed travel itineraries for each trip
- Maintains detailed travel files for each team and departmental staff
- Provides all other universities with our host hotel information and assists in arranging accommodations for visiting teams and officials at our host hotel where necessary
- Coordinates rooming lists with coaches and hotels
- Arranges for any necessary insurance for teams travelling out of province and out of country
- Initiates correspondence around travel issues
- Completes monthly reconciliation of the travel card, following university policies and guidelines

Customer Service

Responsible for to ensure a welcoming and superior customer service environment to clients and department personnel providing front line service

- Managing correspondence and communication with regards to departmental meetings
- Books meeting rooms as requested
- Responds to telephone, electronic communication and in person inquiries and provides information where possible. Redirects more complex issues to Manager of Interuniversity Sport or the appropriate person.
- Assists in creating a culture that embraces and supports student athletes and all departmental staff in the pursuit of excellence and contributes to the formulation of programs and services that support general program development and the holistic needs of interuniversity athletes and customers

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- Assists Director of Athletics and Recreation, Associate Director, Athletics, and Manager of Interuniversity Sport as required

Varsity Athlete Support

- Ensures all student-athletes have completed necessary paperwork prior to participation (ex: eligibility forms, therapy forms, baseline testing, etc)
- Ensures the website has up to date information including try-outs, rosters, and schedules. Communicates any errors to the Coordinator, Communications & Student Engagement
- Communicates with residences with regards to student-athlete requests. Agreements are different for each residence (Main campus, Renison, St Jerome's, St Paul's, Conrad Grebel) . The incumbent should work with each residence to build relationship of support
- Contacts residence offices to assist with arranging early residence for student-athletes for training camps
- Assists with building recruiting packages for potential student athletes as needed throughout the year
- Assists with recruiting initiatives in collaboration with coaches, Marketing and Undergraduate Recruitment (MUR) and faculties

Leadership and Development

- Lead department contact for our 'Peer to Peer Rise-up Warrior' program. This includes hiring peer mentors and regular check-ins on the status of the program
- Assists with the building, organizing, and delivering of Athlete Services (ex: tutoring programs, educational seminars, etc)
- Guide and advise IU Council and attend IU Council meetings
- Actively involved with program development within athletics that will lead to excellence

Administration

- Provides administrative and clerical support to unit personnel. Such duties include general office and clerical support, reception, filing and record keeping, data management, ordering and receiving supplies, creating and updating forms, booking meetings, preparing meeting agendas, and on site assistance with minutes
- Establishes and maintains all eligibility files for all varsity sports
- Coordinates with Registrar Office in creating student-athlete report in Quest
- Coordinates the annual completion of all necessary registration information of student-athletes, including OUA and U Sports eligibility information code of conduct forms
- Submits eligibility documentation to the OUA and U Sports adhering to deadlines as required
- Verifies each individual student-athlete's eligibility status for review and sign-off by the Director or designate
- Verifies weekly student-athlete eligibility through Quest
- Contacts the Manager of Interuniversity Sport immediately if a student-athlete is not eligible to participate
- Prepares required information for varsity athlete events such as Academic All-Canadian reception
- Maintains financial files and records ensuring expenses are kept within established budgets. Compiles transaction records, prepares contract agreements such as guarantees, prepares and issues invoices, receipts, maintains accounts listing and prepares financial reports, submits summaries and reconciles billing and payments
- Process OUA/U Sports invoices
- Other duties as assigned

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- An undergraduate degree is required or equivalent education and/or related experience

Experience

- Directly relevant experience in higher education sport/athletics setting, preferably within a university environment with knowledge of both U Sport and Ontario University Athletics (OUA).

Knowledge/Skills/Abilities

- Results driven, a self-starter, and highly motivated with a demonstrated ability to build constructive and effective relationships.
- Must have strong customer service skills.
- The incumbent must have excellent written, verbal, and communication skills; possess independent judgement to address problems and situations that arise. Reliability, accuracy, and attention to detail are critical along with confidentiality.
- The incumbent must possess excellent administrative and time management skills with the ability to work effectively, work effectively, set priorities and meet strict deadlines without supervision; has the ability to simultaneously work on several assignments with pressures of multiple demands and changing priorities.
- Proficient skill level with Microsoft Office Suite.
- Competency with the Fusion software package is preferred. Understanding of Quest is preferred.
- Proficiency in other electronic communications (i.e. email, social media) is necessary to ensure strong communication with staff and participants.

Nature and Scope

- **Contacts:** Must be capable of relating successfully to all members of the University community and respond to queries in a professional manner, and possess the ability to work successfully both with and without direct supervision and within a team.
- **Level of Responsibility:** This position is responsible for monitoring academic eligibility of student athletes. The consequence of an error when monitoring eligibility can result in major implications to the individual and/or team and fines
- **Decision-Making Authority:** Ability to exercise sound judgement when assessing and responding to inquiries and concerns. Has the ability to make daily operational decisions pertaining to functional areas (schedules, vendors, rates, etc) and resolve problems. Can also recognize when to involve the Manager.
- **Physical and Sensory Demands:** This role involves minimal physical demands and moderate sensory effect resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** The role involves minimal to moderate exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by varying student volumes at different times of the year.