

JOB POSTING – OFFICE ADMINISTRATOR

FC Northwest (FCNW) Soccer Club is hiring an experienced person to join our team as Office Administrator.

Working with the Board of Directors, Technical Staff, Club Coordinator, and reporting to the Club President, you will be responsible for providing administrative support for the club's operations. You work effectively with a broad range of stakeholders to deliver a great experience for our membership. You are a seasoned professional with strong project management, communication, relationship and administration skills. You will ensure consistency between club strategy and its goals, while adhering to quality standards and best practices as expected from governing bodies.

With a focus on customer service, combined with well-developed communication skills and excellent Microsoft Office knowledge, you will communicate with the Technical Staff, Club Coordinator, Board of Directors, FCNW members, as well as league officials in the processing and ongoing maintenance of our membership records.

WHAT YOU WILL DO

1. Provide exceptional customer service to enhance the experience of our club members.
2. Respond to general inquiries, requests and concerns about programs and registrations.
3. Answer phone calls and emails professionally.
4. Create member profiles, assign membership, program registrations and more through our online registration system (RAMP).
5. Process online credit card and point of sale transactions.
6. Complete daily accounting & bookkeeping duties as required.
7. Other duties to support the Technical Staff & Club Coordinator.

WHAT YOU WILL BRING

1. A degree or equivalent in marketing, business, accounting, or public administration, or in another business-related vocation from an accredited post-secondary institution is considered as an asset.
2. A high level of computer literacy with extensive experience working with online registration and payment processing systems. Experience working with accounting software, e.g., QuickBooks/RAMP/Goalline/POS.
3. Excellent verbal and written communication skills and strong conflict resolution and customer experience skills.
4. Must possess a high level of attention to detail and organization skills.
5. Experience with working in a non-profit, volunteer-led organization.
6. Experience with sports administration, preferably youth sports.
7. Must be able to work flexible hours, but primarily day-time hours.
8. Must pass a Criminal Record Check and Child Abuse Registry Check.

Expected Hours: 15-25 Hours Per Week

Expected Salary: \$20-\$25/hour (based on previous experience/qualifications)

Interested candidates may apply via email by submitting a detailed resume and cover letter by **10:00 p.m. on September 2nd, 2025** to clubcoordinator@fcnorthwest.com

We thank all applicants, but only those selected for an interview will be contacted.

If you have any questions, please contact clubcoordinator@fcnorthwest.com