

Softball Ontario Member Services Co-ordinator Job Description

General Member Administration

1. General Administration

- File general mail
- Process incoming mail and manage weekly Board, Umpire Committee/ZUIC and Committee Chairs mailing
- Type cheques as prepared by Executive Director
- Prepare general invoices and send monthly reminders for all outstanding accounts
- Prepare bank deposit – receipts and umpire registration for Executive Director
- Order and maintain office supplies
- General enquiries (phone)
- Receipt clinic bid deposits.

2. Umpire Registration

- Enter umpire registrations in database
- Prepare umpire cheques and cash for deposits
- Package and distribute exam packages.

3. Database Management

- Manage umpire registration and membership database
- Enter coaching clinic participants on membership database
- Maintaining databases for umpires to Canadian and Provincial Championships
- Enter umpire clinic data and evaluation data
- Maintain databases for information and clinic requests

4. Web Site & Social Media

- Post General Press Releases.

5. Product/Resource Centre

- Maintains general sales, receipts and processes sales orders
- Assists in promotion of products, places orders for all resources
- Maintains inventory records for all resources

Participation Program

1. Liaison

- With Program Chair, regarding program direction.
- With Participation Committee regarding S.A.F.E. Star and CSAP Program administration.

2. Meetings

- Attend all Participation Committee meetings.
- Prepare and distribute meeting notices, agenda and information package/reports in conjunction with the Chair.
- Book meeting rooms and accommodations (as required).
- Take minutes at meeting and distribute following the meeting
- In conjunction with the LTPD Technical Chair attend the Softball Ontario Board Meeting.

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3. Communication

- General Communication
 - Written and telephone. Respond to all general participation program inquiries, written or by phone. If inquiries are regarding specific to a Member Association, direct individual to the appropriate Member Association.
 - Prepare media releases when required to promote Participation Program's events.
- Newsletters
 - Manage Softball Ontario's House League email broadcast service to promote Participation Program initiatives.
- Websites
 - Update the Association's Website with Participation Information.
 - Manage the Association's Play Softball Website.

4. S.A.F.E. Star Program

- SAFE STAR Ratings
 - With the Participation Committee, maintain the Softball Association Fundamental Excellence (SAFE) STAR Program and materials.
 - Coordinate with Participation Committee SAFE STAR Representatives to maintain a set of standards for awarding SAFE STAR Program Ratings.
 - Administer the SAFE STAR Program ratings in conjunction with SAFE STAR representatives
 - Develop marketing and promotion of the SAFE Star Program and any promotional material.
- SAFE Awards
 - Assist the Participation Committee in the awarding of SAFE Awards.

5. Certified Softball Administrator Program

- CSAP Workshops
 - Manage application process for CSAP Workshop Hosts
 - Market and promote opportunities to host CSAP Workshops and secure Workshop hosts
 - Liaise with Learning Facilitator to ensure all necessary materials are provided for each Workshop
 - Create registration process for CSAP Workshop Participants
 - Process and approve Learning Facilitator and Host Expenses
 - Maintain Workshop Inventory

6. Get In The Game Symposium

- Organize annual Get In The Game Symposium on last Saturday in February
- Book all facilities, meeting rooms and accommodations (as needed) through the Administrative Assistant
- With Participation Committee, identify topics for discussion at the Symposium and arrange for presenters and/or guest speakers
- Recruit sponsors and/or exhibitors for the Symposium
- Promote Symposium to Local Softball Associations across Ontario
- Create a Program and all handouts, reports and other materials necessary for the Symposium
- Approve all expenses, including travel subsidy claims
- Prepare a report

7. Local House League Service Fee

- Manage Local House League Service Fee in conjunction with Member Associations.
- Develop a database of Local House League Service Fee Members.

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- Communicate to appropriate Member Associations and Staff Local House League Service Fee Members.
- Manage promotional material.

8. Community Fun Team

- Manage Association's Community Kits to promote Learn to Play Program and Registration.
- Manage equipment.
- Manage promotional material.
- Assist with promotion of approved events held in conjunction with Local Association.
- Prepare necessary reports.
- Ensure that Softball Ontario volunteers have completed the Vulnerable Sector Screening and Softball Ontario Volunteer Application forms prior to working at a Community Fun Team Event.

9. Budgeting

- Manage expenses and the Program's budget in conjunction with Executive Director.

10. Reporting

- Prepare status reports for Participation Program and Board of Directors.
- Evaluate statistical data from the SAFE Star Program and Certified Softball Administrators Programs and review against target numbers and goals.
- Prepare reports for The Ontario Trillium Foundation as outlined in the contract.
- Prepare Participation Program reports as required.

Schools Program

1. Schools Program (Try, Active & Develop)

- Liaison with School Teachers and Administrators on program availability.
- Respond to general enquiries regarding the Schools Program.
- Update Softball Ontario's Web and Softball@School Web pages as needed.
- Administer the delivery of Softball Ontario's Schools Programs – working in conjunction with Schools, Day Cares and Camp Programs.
- Manage the Active Softball Program's equipment and inventory
- Manage/Create all Active Softball Program's promotional material.
- Manage/Create all Active Softball Programs' resources.
- Manage Active Softball Program's feedback and statistical information and prepare reports.
- Prepare an annual budget for Association's School Program.
- Prepare annual report.