



Title: Communications Administrator

Start date: May 1, 2024 ideally

Status: Part-time employee (30 hours per week)

Position Summary:

The position reports to the Director of Operations and is responsible for providing communication and administration support for all programming.

Staff and Volunteer Relationships:

The position works collaboratively with the Executive Director (ED), Director of Operations (DO) and Technical Director (TD), Operations Coordinator and the technical staff. As well, the position works closely with volunteers in the development and delivery of specific activities and responsibilities.

This part-time employee position is four days per week full time with one of those days being on the weekend. The weekend day will generally be Saturdays but will occasionally switch to Sundays (sufficient notice will be provided).

The ideal candidate has a high comfort level with verbal and written communication as well as knowledge of the youth soccer landscape in BC.

Description of Duties

General

- Support technical staff by writing and/or distributing communications for internal purposes.
 - This could also include creating forms for staff to fill out and tracking via spreadsheets in Google Workspace
- Taking photos and videos for use on the club website, emails and social media with the expectation that you will use your own phone for this. Material will be uploaded to a central folder on a Google Drive
- Create annual and monthly timelines for all communications for both internal and external purposes
- Responsible for ensuring the phone is answered during business hours in a timely fashion.

- Attend staff meetings as directed; update Staff Actions log and RACI index after each meeting and responsible for ensuring outstanding actions are chased through to closure.
 - Ensure relevant meetings have minutes and are distributed in a timely fashion.
- Assist the DO, TD and ED in event management and festivals.
- Assist club officials and staff in the delivery of operational programs and strategic initiatives as required, including preparation of information, coordinating or assisting with registrations, attending meetings, event support.
- Participate in the development of marketing and advertising materials as directed.
- Manage the Player Interest Form and Challenge Evaluations list working with the TD to ensure players are invited to required sessions and sending offers based on feedback from the Technical Staff.
- Working with the Registrar Admin to ensure the system is cleared down of all basket items, waitlists and payments for the year end so that financial data and all other information is accurate
- Working with the Registrar Admin to ensure all players and team officials have IDs entered into the registration system assigned by the district.
- Working with the Registrar Admin to provide attendance lists for all Academy programming to the Technical Staff as and when required.
- Assist in the season opener on field activities as and where required to ensure a positive start to the season.
- Assist in the preparation and delivery of club events such as: Annual General Meeting, awards and recognition events, jamborees, tournaments, photo days, coaching seminars, Festivals, etc. as well as any new events approved by the ED and/or DO.
- Assist the Operations team with kit and equipment inventory and distribution.
- Assist the Operations team with equipment build, inventory, distribution and collection.
- Provide communication support for the Club evaluation process, including chasing registration offers and attending on field activities
- Responsible for writing volunteer descriptions and uploading to the website as well as sending emails to recruit volunteers for events

Newsletter and other emails targeted to members

- Become fluent in the communications software chosen by the Club and update templates and comms lists regularly as necessary.
 - Provide reports from communications software as directed by DO, TD or ED
- Write emails pertaining to any and all club programming being offered and send to either the membership as a whole or a segment of the membership if warranted by type of program.
- Ensure Technical Leads and staff have relevant contact information for their programs.
- Responsible for sending all First kicks updates in consultation with the program lead.
- Responsible for replying to, or forwarding as necessary, all incoming emails sent to their own email address as well as the info@vancouverunitedfc.com address.

- Reply to various types of incoming inquiries that come through other channels. Currently, these are:
 - Our social media channels (FB, Twitter, Instagram)
 - Live Chat messages on our website
 - Website inquiries
 - Player Interest Form
 - Evaluation Challenge Form

Club website

- Keep all info on the website up to date by regularly and proactively consulting with DO, TD, ED and senior technical staff
- Work with the TD to develop written program descriptions suitable for emails to members and/or publishing on the Club website
 - Consult widely with other technical staff as necessary to ensure all details are accurate in programming communications before they are sent or posted

Social media

- Develop comprehensive strategy for social media in conjunction with the DO, TD and ED
 - Tie this in to annual and monthly timelines above
- Source material for and post to the club's social media accounts
 - Instagram and Twitter posts (Instagram cross-posts to FB)
- Develop and propose plans regarding how the Club should use YouTube and TikTok
- Develop social media ads as directed and track their efficacy while campaign is underway

Remuneration:

- \$48,000 plus an annual payment in lieu of benefits equivalent to 1.5% of annual salary at year end.
- \$500 annually to help maintain a home office
- \$50 per month towards the cost of using your own cell phone for work purposes

Other considerations

- It is expected that all incoming correspondence is replied to within 48 hours and ideally within 24 hours barring extenuating circumstances
- Outgoing emails to members will be sent on particular dates with 72 hours notice given to prepare in most situations.

- Workload will vary considerably by week and month.
- You will have access to the club's email system, website and registration database. In light of the sensitive nature of this access you will be strictly held to the non-disclosure clause below.
- Access to the software needed for this work will be provided and suggestions and recommendations you have for other tools will be considered
- This work is very deadline based and meeting deadlines will be used as a key determinant of job success

Criminal Record Check (CRC):

A current CRC and Vulnerable Sector Check must be provided to the Club and be up to date at all times.

Deadline for applying: April 8, 2024. Please send your CV and a brief cover letter to Gregor Young, Executive Director, at gregor@vancouverunitedfc.com.