



## JOB DESCRIPTION

<b>POSITION</b>	Coordinator, Hockey Canada Foundation	<b>DEPARTMENT</b>	Hockey Canada Foundation
<b>CLASSIFICATION</b>	Coordinator	<b>PAY RANGE</b>	
<b>REPORTING STRUCTURE</b>			
<b>POSITION REPORTS TO:</b>	Executive Director, Hockey Canada Foundation		
<b>STATUS</b>	Permanent, Full Time		
<b>LOCATION</b>	While we have offices in Calgary, AB, Ottawa, ON and Toronto, ON, candidates from across Canada are invited to apply		

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### POSITION PURPOSE

Reporting directly to the Executive Director, Hockey Canada Foundation, the Coordinator, Hockey Canada Foundation (HCF), will support all day to day operations and lead around the Assist Fund application process. They would be responsible for the update and management of the Assist Fund critical path and timeline. They will own and support the process from inception to completion, including participation in all Member Branch and Local Hockey Association (LHA) trainings, financial allocation and distribution to LHAs, application and updates to portal, customer service, troubleshooting and all Assist Fund and HCF inbox management in both official languages. They will also support all Canada Helps and HCF donation process, from receiving, acknowledgement, receipting, CRM and financial data capture and analytics. They must have the ability to know when and how to raise red flags as issues arise that may affect teamwork, productivity and communication.

This role requires an understanding of Hockey Canada and its Foundation brand promise and the ability to manage multiple projects with high levels of complexity. The Coordinator will be working alongside HCF, Member Engagement, Finance, Events, Business Development & Partnerships, Legal, Marketing & Communications, Operations and National Teams and must have an integrated and solution focused approach.

### RESPONSIBILITIES

- Act as point of contact in Assist Fund briefs and work requests from cross-functional teams.
- Support the Executive Director in ensuring all applications are received and vetted in accordance with Stats Canada LICO (low-income cut-off) guidelines.
- Make recommendations for effective workflow procedures and best practices in partnership with the rest of the team and interdepartmental partners.
- Help manage HCF timelines by documenting project process using established tools.
- Report on Assist Fund and donation status for HCF and Hockey Canada weekly/monthly/quarterly/annual status meetings and reports.
- Document and distribute detailed notes in Assist Fund portal and HCF CRM database. All actionable next steps need to be clearly recapped.
- Manage HCF Assist Fund and General Mailbox and reply to all inquiries within 24-36 hours.
- Manage all online donation tools like Canada Helps to ensure we are optimizing our ability to accept donations.
- Process all donor acknowledgement letters according to the Stewardship Plan. Work with finance to ensure all donations that require CRA or IRS receipts are completed.
- Working closely with ED, Manager of Philanthropy and Finance teams, to manage all database and financial data capture for HCF.

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- Apply knowledge, skills and organization policies and procedures to resolve a variety of issues and complete a wide range of tasks.
  - Work as a competent member of the team, willingly providing back up support for colleagues when appropriate, as delegated and actively supporting group goals.

### **PERFORMANCE MEASURES**

- Level of passion, drive and ambition as well as standards of quality, commitment and expertise which are consistent with Hockey Canada's culture
- Personal characteristics and nature in the office are a match with Hockey Canada's culture
- Ability to work solitarily or remotely with appropriate independence and right amount of team reliance and collaboration

### **QUALIFICATIONS**

- 2-4 years of proven and progressive customer service/project management experience.
- Post-secondary education or equivalent experience in a related field.
- Strong interpersonal skills, energetic and open minded.
- Strong work ethic, and relentless commitment to quality and efficiency.
- Customer Service and solutions oriented.
- Be comfortable managing and influencing people who are not direct reports, as well as executive level personnel.
- Confidently lead, motivate and influence progress.
- Extraordinary attention to detail and organizational skills.
- Expects highest-quality performance from self and others.
- Knowledge and experience with Adobe and Microsoft Office software packages, as well as CRM database(s) and Project Management Software like Monday.com
- Strategic thinker and creative storyteller with excellent interpersonal skills.
- Passion for the sport of Hockey and commitment to collaboration, integration and working as a strong team.
- High level of poise and professionalism.
- Ability to prioritize workload and solve problems quickly.
- Results-driven with ability to set and deliver on priorities.
- Self-motivated with the ability to work in a team environment.
- Bilingualism (English/French) is mandatory.
- Satisfactory Criminal Record Check, including Vulnerable Sector Verification.

### **WORKING CONDITIONS**

- Ability to work staggered hours, evenings and weekends as necessary.
- No hazardous or significantly unpleasant conditions.