

Club Administrator

Position Description:

The Club Administrator is responsible for overseeing and coordinating numerous operational, volunteer and registration activities of the CNSC. The Administrator is an employee of the CNSC, reporting to the Club General Manager. The Administrator works both independently and in cooperation with the Club general manager (GM), demonstrating initiative in exercising day to day responsibilities and duties while maintaining close communication with Volunteers, the GM, Executive members responsible for various business area portfolios.

Duties:

1. General Operations/ Member-Relations
 - Act as a Club Ambassador by attending events, greeting members and visitors, addressing inquiries, and gathering feedback for the Executive.
 - Monitor facilities, signage, safety, and parking conditions; report and coordinate issues with the GM or relevant Executive members.
 - Collect and summarize visitor sign-in data for marketing and Executive reporting.
 - Meet regularly with the GM to review operations, volunteer programs, and fee collection. Report to Executive and provide updates at Executive meetings as requested.
2. Membership Registration Support
 - Maintain strong relationships with merchant partners to support paper membership sales and networking opportunities in Castlegar, Nelson, Trail, and Rossland.
 - Distribute membership materials, collect completed forms and fees, and ensure data and funds are delivered to the Registrar and Treasurer weekly.
 - Communicate regularly with merchant partners to coordinate additional supplies and collections throughout the season.
3. Fee Collections Program Coordination
 - Perform fee collection and member-greeting shifts every Friday and one additional weekday per week throughout the season.
 - Recruit Fee Collectors and other volunteers in collaboration with the GM, drawing on past volunteer lists, newsletters, and membership outreach.
 - Plan, schedule, and lead pre-season volunteer orientation and training sessions for individuals and groups.
 - Maintain an up-to-date volunteer roster, coordinate season Fee Collection schedule, and provide reminders, guidance, and support for Fee Collectors.
 - Oversee volunteer duties by facilitating communication between volunteers and ensuring emergency protocols, trail guides, and updated membership lists are available.
 - Manage and prepare Fee Collector kits weekly, including stocking supplies, updating forms, and maintaining/charging radios, Sat phone, tablets, and Square equipment.

- Coordinate the **daily pick-up and drop-off of Fee Collector kits** with volunteers during the season.
- Collect and process fees:
 - Gather day-use and membership fees from volunteers, confirm records, and deliver to the Treasurer and Registrar **weekly** (more frequently during holiday periods).
 - Collect Honour Box funds and visitor sign-in sheets **once per week (preferably Sundays)** and reconcile balances, with increased frequency during holidays.

Qualifications / Requirements:

- Reside in or near Castlegar, BC.
- Have access to a reliable vehicle suitable for winter driving conditions.
- Have access to a personal laptop and be reachable by cellphone.
- Be available on a flexible schedule during the winter season, including statutory holidays and the winter holiday period.
- Strong interpersonal and communication skills, both in-person and online.
- Proficiency with digital tools, including Microsoft Excel, Google Workspace, tablets, and online registration systems.
- Organizational and time-management skills, with the ability to balance multiple priorities during peak periods.
- Problem-solving and conflict resolution skills, especially for handling member or visitor inquiries.
- Ability to work independently and collaboratively, with minimal supervision.
- Emergency preparedness and safety awareness, including comfort with radios, sat phones, and responding to on-site incidents.
- Flexibility to work outdoors in winter conditions as part of regular duties.

Hiring Preferences:

- Active cross-country skier
- Access to 4-wheel drive, high clearance vehicle
- First aid up-to date certification
- Familiarity with cross-country skiing, outdoor recreation, or community sport organizations
- Experiential knowledge of financial processes (e.g., handling cash, balancing accounts, preparing deposits).
- Demonstrated experience working with or coordinating volunteer teams and/or programs.
- Experience in customer service, community engagement, or networking.

Employment Terms and Remuneration:

- The CNSC Administrator is a seasonal, part-time position, working up to 20 hours per week.
- The employment term is approximately 20 weeks, from late October to the end of March each year.
- Compensation is \$25–\$29 per hour, based on experience, qualifications, and performance, plus an additional amount in lieu of vacation pay.
- Standard payroll deductions apply. Employees are covered by WorkSafeBC and the Club's general liability insurance.
- Bi-weekly timesheets must be submitted to the Treasurer as directed.
- Travel to and from the Paulson Cross Country Ski Trails is at the employee's expense. Approved travel on Club business (e.g., visiting merchant partners or responding to urgent call-outs) will be reimbursed.
- A commitment to work during most weekends, statutory holidays, and the winter holiday period is required.
- A criminal record check completed by the CCRTIS or a police agency must be submitted prior to employment.