



HOCKEY WEST ISLAND - DIRECTOR OF OPERATIONS

Job posting date: February 26, 2024

Posting close: March 26, 2024, at 11:59 pm

Position Summary:

The Director of Operations is an independent contractor for Hockey West Island (HWI), a minor hockey association in the Lac St-Louis Region. The Director of Operations is responsible for overseeing all activities associated with HWI and also assumes the role of Association Registrar, Technical Team Liaison, Website and Social Media Director, Communications Director, Special Events Coordinator, and Interim Treasurer.

Specific responsibilities will include, but not be limited to:

- Attendance at all Executive and Board meetings and chair of meetings in the absence of the President.
- Fulfill the duties of the President in his/her absence.
- Regularly brief the President, Executive, & Board of Directors on significant matters.
- Oversee the affairs of the association including, but not limited to: fundraising, negotiating contracts, financial health, strategic planning, and goal-setting.
- Attend, or designate someone to attend, all Regional, Municipal, or Hockey Québec meetings which may have some effect on the operation of HWI and recap the proceedings in writing.
- Coordinate and liaise with the Region, Board, Committees, and other key contributors to the Association.
- Ensure regular Executive and Board meetings and the HWI AGM (min. 10 days before LSL AGM).
- Provide a written report of all meetings of the Executive or Board of Directors.
- Orientation, education and assignment of responsibilities of Team Managers (mandatory team manager meeting). Ensure Managers are aware of and adhere to HWI procedures. Develop the coach's and manager's manual. Update the 36-page manual as needed and republish it to HWI website as needed. Answer questions throughout the season on Coach and Manager TeamSnap chat groups.
- Be familiar with all coaching certifications needed for single-letter divisions. Prepare guides for on-ice parent volunteers, assistant coaches, head coaches, and managers with up-to-date certification requirements and relevant course links.
- Together with the VP-SL, coordinate Convenors, answer questions throughout the season, and replace Convenors as needed.
- Be familiar with and be the liaison for The Responsible Coaching Movement (RCM) of the Coaching Association of Canada. Fill out regular surveys and make sure HWI is up-to-date with requirements.
- As Website and Social Media Director: Update and maintain HWI website using the content management system WordPress. Write all content. Manage HWI's web presence and ensure the site is user-friendly and up-to-date. Regularly update news; images; coach, manager, and parent pages; appropriate forms and links, contact us; registration; and clinic pages. Translate all pages and posts to ensure bilingual content. Be responsible for contacting website hosting company when errors occur.
- Responsible for updating HWI.org email addresses with email hosting company.
- Develop bilingual content for HWI Facebook page. Update members and share relevant posts about upcoming events and news. Answer all FB messages. Regularly attend clinics, games, and practices to take pictures to use on FB page.
- Create and oversee member communications and team management software (Teamsnap or equivalent).
- Design, create, and translate a regular newsletter for all HWI members. Distribute through Teamsnap.
- Ensure documents are saved in HWI Dropbox. Coordinate with HWI Secretary.
- Answer all emails to the info@hockeywestisland.org email address as well as Director of Operations email address.



Technical Team Liaison:

- Partner with the Technical Team to help devise and deliver annual coaching programs and clinics covering all U7 to Senior levels.
- Support the development of programs and clinics aimed at various player skill levels.
- Maintain a record of players attending HWI clinics and events.
- Create registration info and forms for all clinics, update website, distribute clinic info to members. Create Teamsnap clinic groups and roster participants.
- Oversee invoicing and payments.

Association Registrar:

- Responsible for preparing the Hockey Canada Registry before the start of the season and keeping it up-to-date.
- Responsible for registering all players, coaches, assistant coaches, managers, and volunteers of the Association in the Hockey Canada Registry (starting June 1).
- Responsible for establishing and sharing the directives outlining the necessary qualifications for coaches, assistant coaches, managers, and volunteers of the Association at the various divisions.
- Coordinate, oversee and monitor the status of background screening (CRC) for coaches, managers, board members, and volunteers—follow up as needed and issue reports to the City.
- Prepare reports for division Directors and Executives.
- Oversee team applications for travel permits and T-112s as necessary.
- Facilitate transfers between associations.

Associate Treasurer:

- Handle day-to-day finances.
- Have joint signing authority on the Association's financials.
- Submit a written monthly statement of the Association's finances to the Executive.
- Assist the Treasurer with season budgets, payment of invoices, monitor expenses and revenues, and collect fees due to the association.
- Coordinate team bank accounts with team managers and a central bank.

Special Events Coordinator:

- Coordinate outdoor ice times and off-ice facilities (Ovide, outdoor rinks). Create signup sheets and share information with all HWI coaches and managers.
- Coordinate HWI activities and special events throughout the year such as on-ice open houses, Community Day, HWI Tournament, Pop-up events, First Shift Program, and member recruitment events. Attend or delegate representatives for all events.
- Collaborate on HWI merchandise design with suppliers (The Industree). Order, pick up, and inventory merch regularly and before events and after events.

Special Events include but are not limited to:

- **On-Ice Open Houses (Summer)**
Coordinate ice rental with HWI ice scheduler. Coordinate coaches with Tech Team. Advertise event through website, FB, local social media groups, and city electronic boards. Create Registration link and graphics. Communicate with participants. Purchase any needed items. Attend event.
- **Community Day (October)**
Coordinate date and hours with HWI ice scheduler. Coordinate event space with host city. Communicate with teams regarding team fundraising activities during event and the partner



city rules. Reach out to local community groups (explain event and issue invitations). Coordinate food drive (with any partner organizations). Coordinate volunteers and assign tasks. Purchase any needed items. Advertise event through website, FB, local social media groups, city electronic boards. Set up event. Set out and sell merchandise. Attend event (1 day). Take down.

- **Pop-Up Events (Throughout season)**

Coordinate date and hours with HWI ice scheduler to make sure that HWI teams are at arenas on chosen day. Coordinate event space with host city. Advertise event through website, FB, local social media groups. Purchase any needed items. Set up event. Set out merchandise. Attend event (1-2 days). Take down.

- **Bauer/NHL First Shift**

Apply to host event one year prior through Bauer website. Secure necessary event space for Welcome Event (large community hall or gym with room to store 4 pallets of equipment). Coordinate date and hours with HWI ice scheduler. Constant communication throughout the year with Bauer representative. Advertise event through website, FB, local social media groups. Communicate event details with participants. Organize waiting list and invite new participants as required. Check participants against HCR Registration. Secure coaches. Create TeamSnap group for coaches and distribute drills and info. Attend 4-hour welcome event. Attend first and last on-ice sessions. Purchase snacks and drinks for first on-ice session. Send out follow-up info for registration in participants' home associations. Fill out grant forms for LSL and Bauer. Pay coaches and assistants.

- **Player clinics (Autumn & Winter)**

Coordinate date and hours with HWI ice scheduler. Coordinate coaches with Tech Team. Advertise event through website, FB, HWI member newsletter. Create Google Forms, registration link and graphics. Post to HWI website on Clinics page and link to Google Forms. Communicate with registered participants. Cross-reference each player with TeamSnap to make sure they're HWI members. Share Google spreadsheets with HWI Treasurer for payment verification. Check each registrant's payment. Create Teamsnap group for each clinic and roster participants.

- **Full-season Goalie clinics**

Coordinate date and hours with HWI ice scheduler. Coordinate coaches with Tech Team. Advertise event through website, FB, HWI member newsletter. Create Google Forms, registration link and graphics. Post to HWI website on Clinics page and link to Google Forms. Communicate with registered participants. Find shooters. Cross-reference each player with TeamSnap to make sure they're HWI members. Share Google spreadsheets with HWI Treasurer for payment verification. Follow up on payments. Create Teamsnap group for each clinic and roster participants.

- **Ped-day, Christmas clinics**

Coordinate date and hours with HWI ice scheduler. Coordinate coaches with Tech Team. Advertise event through website, FB, HWI member newsletter. Create Google Forms, registration link and graphics. Post to HWI website on Clinics page and link to Google Forms. Communicate with registered participants. Cross-reference each player with TeamSnap to make sure they're HWI members. Share Google spreadsheets with HWI Treasurer for payment verification. Follow up on payments. Create Teamsnap group for each clinic and roster participants.



- **Coach clinics**

Coordinate date and hours with HWI ice scheduler. Coordinate coaches with Tech Team. Advertise to coaches through TeamSnap and create an event. Follow-ups. Attend event to give out door prizes to participants.
- **Ovide Chalet rental**

Contact Pointe-Claire Recreation. Coordinate date and hours with City and sign contract as HWI representative. Make Shareable Google spreadsheet. Communicate with coaches and managers. Share spreadsheet. Remind coaches. Answer all questions and complaints.
- **Outdoor rinks use**

Contact Pointe-Claire Recreation. Coordinate dates and hours. Make a shareable Google spreadsheet. Communicate with coaches and managers. Share spreadsheet. Answer all questions and complaints.
- **U9/U11/U13 Tournament (alongside tournament director)**

Coordinate dates with ice scheduler and tournament director.
Update HWI website with available places in each division as registration are received and confirmed by tournament director.
VP-Admin to contact host cities to plan and receive approval for arena tournament layout. Apply for a special event permit (PC only). Coordinate city mascots and VIP “puck drops” at both arenas.
Write and translate sponsorship request letters. Seek out all sponsors (monetary, raffles) and coordinate payments, logos, and special requests. Be the first point of contact for tournament vendors and sponsors.
Handle all sponsor social media posts and signage logo placement. Ensure followup with sponsors. Communicate with all team managers and head coaches who have not registered. Spread awareness of HWI policy for teams to receive \$100 rebate.
Create and update 8-page tournament rulebook (EN & FR) as needed. Share with head ref, tournament director, head scorekeeper. Upload all documents to HWI website tournament page. Upload Spordle tournament schedule links.
Be present at the rink throughout the entirety of tournament (13 hours per day x 5 days, plus any evening games. Main point of contact at PC arena on both Saturdays as tournament director is at Dorval). Set up all tables, decor, merch and bank float. Divide tournament days into shifts and jobs, and create an online volunteer sign-up program. Communicate the need for volunteers with all members through newsletters, social media, and team emails. Fill all spots and create job descriptions. Print out. Coordinate Rink Managers. Coordinate First Aid at arenas.
Source and purchase Welcome Bag gifts for 1200 players. Fill all Welcome Bags. Source and purchase snacks and drinks for all players. Source and purchase Player of the Game gifts for all games x 2. Coordinate with rink canteen and pro shops. Take photos throughout the tournament to update social media. Take all photos of game finalists and champions on final day for social.
Coordinate medal and banner handouts. Issue thank-yous to sponsors and cities.
- **Volunteer party**

Coordinate date with President and cities. Issue announcement to all HWI staff and volunteers. Help coordinate design and menu with President. Find decorations, door prizes, and sponsors. Pick up any needed supplies. Purchase or make decor. Decorate location the day of. Tear down decorations the same night.



- **Summer player recruitment**

Request permission from partner cities to attend St Jean/Canada Day events. Organize hosts (older players) or be the host. Buy any needed supplies (plastic sticks & pucks, snacks & candy), train hosts if not yourself, pick up supplies and set up at event. 5-6 hours at event(s). Take down.

Drive around PC and Dorval to put up HWI registration posters (~50-75), contact schools on HWI territory to request exposure in school newsletters or emails to parents. Write content for schools.

Contact cities and partner sports associations to share registration details on their socials, newsletters, or electronic billboards.

Share registration info in online community groups, sponsored FB posts, or paid ads on large FB groups. Write info for the PC Record online newspaper and equivalent Dorval newspaper.

- **Annual General Meeting**

Coordinate date with President & HWI Secretary. Issue announcement and agenda to all HWI members through TeamSnap, website, and FB. Update the HWI Constitution if needed and announce any changes in the required time. Prepare and print documents. Ensure followup with LSL, Registre des Entreprises.

Experience/Qualifications:

- Ability to monitor and follow up on correspondence and time-sensitive projects requiring response or further action (answer emails within 1-2 days).
- Able to liaise well with Association members, staff and volunteers, fellow Directors, and Regional Directors.
- Detail-oriented and organized.
- Flexible work schedule – evening and weekend work is required

Assets:

- Understanding of Hockey Canada and its development programs and delivery structure.
- Knowledge of WordPress content management system and HTML.
- Knowledge of tournament and sports management software such as TeamSnap and Spordle.
- Knowledge of social media content development and Facebook business pages.
- Knowledge of the Hockey Québec, Hockey Lac St-Louis, and CHL Rulebooks.
- Understanding of coaching and volunteer certification requirements.
- Knowledge of the Hockey Canada Registration (HCR) system.
- Knowledge of MS Office programs.
- Experience in event planning.
- Experience with hockey organizations as a manager, director, or coach.

All applicants must be able to show or obtain an up-to-date police background check and complete any required courses from Hockey Canada (Respect in Sport) and other certifications as needed.

Status: paid, ~25 hours/week

Reports to: HWI President

Term: 2 years

How to apply: Forward your CV in PDF format to:

Président | Mike Vallée | hwi-president@hockeywestisland.org (please no phone calls).

To learn more about Hockey West Island: hockeywestisland.org