



EMPLOYMENT OPPORTUNITY

POSITION TITLE:	League and Program Operations Coordinator	Posting Date: Friday, April 4 th , 2025
REPORTS TO:	Executive Director	Application Deadline: Friday, May 16 th , 2025 11:59PM (EST)
LOCATION:	Hybrid Office Location: 720 Bathurst Street, Toronto, ON, M5S 2R4	
RENUMERATION:	\$40,000 - \$50,000 per annum + benefits	

Organization

The Toronto Ultimate Club (TUC) is a not-for-profit organization dedicated to serving the needs of Ultimate players in Toronto. We organize leagues, host tournaments and clinics throughout the year to help develop players of all skill levels. Our main objective is to continue growing our community and sport by providing a safe, fun, respectful, and inclusive environment for our 3000+ Ultimate members.

Position Summary

The League and Program Operations Coordinator (LPOC) represents the internal face of the organization, supporting TUC's membership, and assisting with the implementation of TUC's Leagues and Programs by:

- Overseeing all aspects of our leagues (Juniors and Adults) and field operations.
- Managing communication directly with the membership including all club promotion and customer service.
- Liaising with and supporting our Junior and Development Program Coaches and Volunteers.
- Assisting as needed with Player Development.
- Assisting with the planning and execution of club events (example: summer playoffs).
- Provide additional support to the Club as directed by the Executive Director (ED).
- Reporting directly to the Executive Director (ED).

Duties & Responsibilities

1. League Administration

- Main point of contact for TUC membership.
- Manage and organize field allotments, create all league slots for each season, update and manage potential conflicts.
- Set up and manage electronic registration and scheduling for all TUC leagues, clinics and events.
- On-going league management – track issues and all other administrative work tied to league management.
- On-going collaboration with the ED on planning and implementation of leagues, programs and events.

2. Communication

- Manage and act as the Primary point of contact for all membership inquiries, including at a minimum non-office hours while Club events and or activities are taking place, and or, make arrangements for an appropriate substitute contact to be available.



- Ensure a “fresh social media presence” for the club with regular electronic communications for league, program, events and club information on: Instagram, Facebook, website, etc, as appropriate.
 - Daily customer service management including but not limited to phone calls, email inquiries, etc., and or in-person interactions.
 - Escalating to the ED when necessary pursuant to Club Policies.
 - Ensure all Member policies are accessible and understandable and as appropriate directly communicated to the membership and or event participants.
- 3. Volunteer Management**
- Support the ED in the management and execution of the club’s volunteer program - recruitment plan, timelines, volunteer schedules, hour tracking, volunteer appreciation, etc.
 - Coordinate and organize Volunteers (i.e. Adult League Conveners, Junior Coaches and Volunteers, Event Volunteers, etc.)
 - Maintain a roster of volunteers.
- 4. Player Development**
- Organize, implement, manage and control ongoing programs to support membership – Juniors and Adult - player development – junior programs, adult clinics, women, and other adult development, etc.
- 5. Event Management**
- Organize and execute league and other club events – average one per month including effective resource management.
- 6. Administration**
- Organize and run registration for members and teams, both in-person and online as appropriate.
 - Respond to membership inquiries and service requests
 - Provide customer service for all incoming phone calls and office visitors
 - Coordinate on-site convening (find volunteer or fulfill role) for any adult leagues, as well as online registration, fee collection, communications, and on-site facility ordinance.
 - Attend meetings as required by the ED and TUC Board of Directors.
 - Other duties as assigned by the Executive Director.

Interested applicants should submit their resume and cover letter (in one PDF document) to:

**Human Resources Committee
Toronto Ultimate Club
Email: human-resources@tuc.org**

The Toronto Ultimate Club is dedicated to fostering an inclusive and diverse workplace and is proud to be an equal opportunity employer.

We appreciate the interest of all applicants, only those selected for an interview will be contacted.