



EMPLOYMENT OPPORTUNITY

POSITION TITLE:	Coordinator, Athlete and Coach Services	Posting Date: Monday, May 3, 2021
DEPARTMENT:	Performance Pathways	Application Deadline: Thursday, May 20, 2021 (4:00PM EST)
REPORTS TO:	Director, Performance Pathways	
LOCATION:	Canadian Sport Institute Ontario (Toronto Pan Am Sports Centre) 875 Morningside Avenue, Suite 100, Toronto	Interview Date: Week of June 7th, 2021 (date TBC)
COMPENSATION:	\$45,000 - \$50,000 per annum (+ benefits) (to commensurate with experience)	

ORGANIZATION

The Canadian Sport Institute Ontario (CSIO) is committed to providing best-in-class, multi-sport daily training environments for athletes and coaches through expert leadership, services and programs.

CORE STRATEGY

Performance Pathways Department is responsible for:

- High Performance Development - In partnership with Provincial and National Sport Organizations, supporting the current and next generation of Olympic and Paralympic medal winning athletes, identified coaches, and sport technical leaders
- Athlete Programs – including services for nationally carded athletes; talent identification programs and delivery of the Game Plan Program
- Coaching and Leadership – Facilitating and delivering professional development opportunities for partnered Ontario based high performance coaches and technical leaders and the delivery of the Advanced Coaching Diploma Program
- Supporting targeted high-performance coaches & athletes by ensuring applied sport science services are integrated, at an appropriate level, within their training and competition programs
- Game Plan and Athlete Services are responsible for delivering a holistic approach to athlete health and wellness
- Professional development, mentorship initiatives and education programs for internal staff and external stakeholders including coaches and technical leaders

Position Summary

The Athlete and Coach Services Coordinator is responsible for the oversight and administration of the Athlete and Coach Services Program at Canadian Sport Institute Ontario (CSIO). In addition, providing administrative

support to the Director, Performance Pathways and Performance Pathways Team through coordination of meetings and events, special project assistance and the maintenance of appropriate databases.

Position Responsibilities

Athlete and Coach Services

- Be the point of contact for Athletes and Coaches seeking information about programs and services offered by CSIO
- Facilitate the CSIO registration and onboarding process for all athletes and coaches
- Support the Game Plan Advisor in the administration and delivery of Game Plan services including but not limited to athlete registration and onboarding processes, and event and workshop delivery as required
- Organize, update, and maintain tracking systems, including databases, board reports, results and athlete and coach lists
- Deliver and track onboarding for all new athletes and coaches
- Ensure athletes and coaches have completed the registration process and onboarding prior to accessing CSIO's facilities or services
- Effectively communicate news, opportunities, events, policies/procedures to all registered athletes and coaches
- Manage Athlete and Coach Services Program evaluation, budget tracking, athlete kit inventory and athlete satisfaction survey
- Collaborate with COPSI Network to prepare the Sport Canada Annual Inventory and share best practices
- Maintain list of athletes carded throughout the year by Sport Canada including monthly Smartabase database updates and communication of carding changes to CSIO stakeholders
- Contribute to the optimization and maintenance of the CSIO athlete management database including troubleshooting, athlete and coach user inquiries and statistical reporting related to athlete and coach registration and user experience with the athlete management database
- Support the delivery of the athlete emergency support program in coordination with Game Plan Advisor including emergency funding, mental health support services or other services deemed required to support athletes in crisis
- Act as an ex-officio member on the CSIO Athlete Council which includes drafting agendas, maintaining minutes and regular communication with athlete council members
- Plan and implement coach networking opportunities throughout the fiscal year

Performance Pathways Business Unit Administration

- Provide administrative support to the Director, Performance Pathways, including organizing meetings, setting agendas, taking minutes, and following up on action items
- Assist the Director, Performance Pathways with creating templates and documents that will create organizational efficiency
- Maintain and promote the use of shared drives and shared files to facilitate collaboration
- Coordinate the logistics for Performance Pathways seminars, workshops, symposiums, and special events
- Support the Director, Performance Pathways in developing reports for internal and external partners, i.e.: Board reports, quarterly reports, annual reports etc

Qualifications and Skills

- Undergraduate degree in Sport Management, Business Administration, Kinesiology or related field
- Minimum 2 years working or volunteer experience in a sport-related and/or non-profit organization
- Advanced computer skills (e.g. word processing and spreadsheet software)

- Defined data literacy (comfortable working with administrative data and database software)
- Superior organization and time-management skills
- Ability to work in a fast-paced environment with a high degree of independence and initiative
- Excellent communication (verbal and written) and interpersonal skills
- Good team building skills and the ability to be flexible and adjust to changing priorities
- Knowledge of industry and stakeholders a requirement
- Strong interpersonal and leadership skills
- Experience as a high performance athlete or coach is an asset
- Bilingualism in French/English is an asset

Performance Measurement

In addition to the position responsibilities, it is expected that the employee will support the mission and vision demonstrate the organizational values and support the strategic goals.

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

**Search Committee,
Canadian Sport Institute Ontario
E-mail: careers@csiontario.ca**

Canadian Sport Institute Ontario is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.