

## **WEST ZONE BOARD Chief Administrative Officer**

### **Job Description**

The West Zone Board Office was originally installed as an information centre for the west zone volunteer organizations to reduce the number of telephone calls to the volunteer's homes. Websites and the internet have diminished that need. The West Zone Board has become a liaison between the ten community associations and five affiliated groups and assists these groups as required as well as providing programs to the public.

#### **West Zone Board Office Responsibilities:**

- Learn to Skate program: Advertise, interview, and hire primary instructor and volunteers; book ice, manage online registration, accept registrant payments, communicate program details with registrants, manage equipment/supplies to facilitate program.
- Hockey Skills Program, "Little Stars Academy": Advertise, interview, and hire primary instructor and volunteers; book ice, manage online registration, accept registrant payments, communicate program details with registrants, manage equipment/supplies to facilitate program.
- Prepare affiliate groups agreements and biannual billings.
- Accept and input registrations to IVRNET program for recreational outdoor soccer. Accept payments and make deposits as required. Manage outdoor soccer gmail account with ongoing communication to coaches, and registrants. Book and cancel fields as requested by Executive. Advertise outdoor soccer using available free mediums.
- Understanding Community Associations operations.
- Work closely and under the direction of the WZB Executive volunteers.
- Deliver/drop off mail/information to a variety of locations
- Book Facilities for WZB and affiliates.
- Prepare office reports and attend WZB meetings.
- Respond to email, phone calls, in-person inquiries – inform WZB Executive when required.
- Responsible for purchasing all office supplies.
- Operate a petty cash.
- Twice weekly, pick-up mail from Sherwood Village post office box
- Deposit revenue received from programs. Keep accurate account of all office and program revenue and expenses. Provide reports to WZB Executive and Accountant when required.
- Assist Treasurer with annual budget preparation.
- Assist Treasurer with T-4 preparation and Revenue Canada items.
- Complete forms/application requested by the City of Regina. (Grant, Tax Exemption, Insurance, Leisure Guide)
- Collect, organize and communicate CA and WZB memberships monthly.
- Prepare and supply West Zone Board and affiliate group's advertisements to community associations for distribution on their community signs, newsletters, websites, and social media outlets.
- Assist with annual Volunteer Awards Banquet.Memberships: Affiliate groups (during their registration period) must provide monthly lists of participants who purchase memberships through their online and in-person registrations to the office. The office sorts these participants by community/community association and sends the lists to the corresponding membership coordinators for them to issue the memberships. Each month a copy of all memberships purchased either through affiliate in-person registration, in-person at the office or through WZB programs must be sent the CA membership coordinator for their records. Tallies of all memberships, purchased by program, are to be submitted with office report at WZB meetings. Each May the annual payment is provided to all Community Associations for memberships sold through the WZB and our affiliate groups programs.

Advertising: Prepare and supply West Zone Board and affiliate group's advertisements to community associations for distribution on their community signs, newsletters, websites, and social media outlets.

Volunteer Banquet: prepare and send invitation to chairpersons, track rsvps, ensure all supplies required are purchased and available for the banquet (ie; placemats), record award nominations and communicate with Volunteer Coordinator. Assist as required: booking banquet hall and key collection, caterer, purchase of awards, banquet hall set up.

Learn to Skate: prepare and distribute advertisements, book and confirm arena locations/times, continuous search for skating instructors, hire and give direction to new instructors ensuring constant communication with all skating instructors, secure instructor contracts, accept registrations, communicate with participants, record revenue and expenses – report to WZB Executive, supply City of Regina with documentation as required (Program Inventory Reports). Submit payment requests to Treasurer for instructor fees. Copy of receipts to be submitted to accountant.

Other Programs: prepare and distribute advertisements, book and confirm facilities for the programs, contact instructors, accept registrations as required, record revenue and expenses – report to WZB Executive, supply City of Regina with documentation as required (Program Inventory Reports).

Leisure Guide: Supply program submissions to Community Consultant when requested. Program submissions are quarterly and should include all WZB programs as well as our affiliated group's programs. West Zone Community Gardens have their own insurance and are not required to be included in the Leisure Guide. (With the ongoing length of the waitlist for obtaining a plot, advertising is not required for the WZCG.)

Affiliate Groups - Billings and Agreements:

Each May update and deliver pending Affiliate Agreements to Chairpersons of Regina West Zone (Outdoor) Soccer Association, Regina West Zone Indoor Soccer Association, Regina North West Sports Association, Regina West Zone Taekwondo for their signature. (West Zone Community Gardens is a subcommittee of the West Zone Board therefore an Affiliate Agreement is not required.) Once signatures are completed from the affiliate groups and the WZB chairperson, send copies to affiliates.

Each November and May invoices are submitted to RWZSA, RWZISA, RNWSA for office hours. Office hours are tallied for the 6 months using a formula to include an office supplies and services charge. Billings also include the memberships the groups received payments for during their registration and a \$1 charge per participant.

WZTKD is charged each November and May for memberships sold at their registrations, and \$1 participant fee is charged to them in May.

West Zone Community Gardens is charged \$1 participant fee and for memberships sold through their registration each May.

Office hours are mostly derived from public inquiries by phone, in person or email as well as the booking of facilities and outdoor fields for these groups as requested. The West Zone Board office is the go-to place for those who prefer the register for the affiliate group programs by paper and cheque or cash payment.

Regina West Zone (Outdoor) Soccer uses of the West Zone Board:

- Submit fields' application to Central Scheduling and review and update permit throughout season.
- Assist with tournament bookings.
- Respond to inquiries regarding registration. Assist participants with special requests and ensure all information is updated in soccer's registration system. Knowledge of Ivlnet is beneficial, but can be trained.
- Data Entry of all paper registrations. Record and deposit all registration funds received and communicate with Soccer's Treasurer.
- Once volunteers create teams, the office updates Ivlnet and creates the teams ensuring all 'teams making criteria' is met accurately.
- Collect and share coaches' contacts from all zones for older age groups.

- Prepare coaches packages and attend coaches' meetings/equipment hand out evenings. Assist with preparation for coaches meetings and equipment hand out as needed.
- Create tournament coaches packages and send out two weeks before tournament.
- Continuous monitoring of Soccer's gmail account.

Community Associations located within the West Zone:

- Provide residents of each of the community associations a central location to obtain information on any programs offered within the West Zone (ie: explanation of registration procedures, promote CA sponsored programs and CA membership as well as direct inquiries to the appropriate coordinators.
- Residents can purchase a CA membership through the West Zone Board office at any time or when registering for any program offered by the West Zone Board or one of the affiliated groups.
- Order and distribute program registration forms required by some CAs for City Wide registration. Submit billings to CAs for items purchased from the office.

Courtesy Duties:

- Direct residents (if known) to programs/services offered by other associations and organizations throughout the City.

Special Mention: A three person committee including the WZB Vice Chairperson, one representative from an affiliated group and one representative from a community association are to act as a mediator for handling any complaints or problems that might arise and cannot be dealt with through the West Zone Board office. This committee would represent the West Zone Board as the employer of the West Zone Board Office Administrator in dealing with any complaints by a person or group concerning the West Zone Board Office Administrator's conduct or work ethics.