

Job Posting – Program Coordinator

The mission of the DDO Seniors Club is to offer a dynamic and enjoyable recreation program that promotes the physical, social, and intellectual well-being of seniors aged 55 and over.

Job Title:	Program Coordinator
Position type:	Part-time, permanent, 3 days/week (21 hours)
Supervisor:	Managing Director
Work Environment:	On-site, client-facing community setting

Job Summary

Under the supervision of the Managing Director, the Program Coordinator plays a key role in ensuring the smooth operation of the Club's annual programming, registrations, facilities, and member services. This position is responsible for coordinating programs, instructors, room bookings, and administrative operations to ensure a well-organized, accessible, and positive experience for all members. The role also provides operational support for events when required, ensuring continuity and seamless collaboration with the Events Coordinator.

Main Responsibilities :

Annual Programming & Registration

- Plan, coordinate, and maintain the Club's annual program schedule
- Organize and manage registration sessions for all activities and programs
- Oversee program updates, changes, and participant information
- Ensure smooth and efficient registration processes for members

Facilities, Room Reservations & Coordination

- Manage room reservations and scheduling for all Club activities
- Coordinate with the City for space allocation and facility needs
- Oversee facilities management for all our locations
- Ensure spaces are properly prepared and aligned with program needs

Instructor Coordination

- Coordinate instructor availability, schedules, and program assignments
- Maintain communication with instructors regarding changes and logistics
- Support continuity and quality of program delivery

Member Services & Communication

- Provide professional, friendly, and efficient customer service to new and existing members
- Respond to inquiries related to programs, registrations, and schedules
- Support member communication regarding program updates and changes
- Ensure a welcoming and accessible experience for all members

Volunteer Coordination (as needed)

- Support volunteer coordination for specific programs or activities when required
- Assist with scheduling and operational support for volunteers

Event Support (as required)

- Provide operational support to the Events Coordinator when needed
- Assist with room setups, registrations, and logistical coordination during events
- Ensure continuity of services during peak event periods or absences

Administrative Support

- Support day-to-day administrative operations of the Club
- Maintain accurate records related to programs, registrations, and facilities
- Perform other related duties as required

Qualifications and Skills

- College diploma or university degree in administration, recreation management, event management, or a related field
- Minimum of 3 years of experience in administration, program coordination, operations, or a related role
- Fully bilingual (French and English), spoken and written
- Strong proficiency with Microsoft Office, registration systems, and scheduling tools
- Experience in program coordination, scheduling, or operational support
- Strong customer service mindset with excellent interpersonal skills
- Highly organized, detail-oriented, reliable, and adaptable
- Ability to manage multiple priorities in a fast-paced, client-facing environment
- Strong ability to work under pressure and manage last-minute changes
- Experience working with seniors, volunteers, or community/non-profit organizations is an asset

HOW TO APPLY :

Please send your CV and cover letter to apetkova@ddo.qc.ca

We thank all applicants for their interest; however, only candidates selected for an interview will be contacted. We look forward to receiving your application!