

Job Description – Regional Administrative Coordinator

Job Title: Regional Administrative Coordinator (RAC)
Reports to: Lead Program Administrator
Status: Seasonal

SUMMARY

Reporting to the Lead Program Administrator, the Regional Administrative Coordinator (RAC) works collaboratively with the regional Educational Program Coordinator (EPC) to ensure the effective and efficient scheduling and delivery of all Programs and products offered by CSIA National within a Region. This individual is often the first point of contact for Members needing information on Program promotion, scheduling, registration, refunds, transfers, Program cancellations and complaint management.

The RAC also works in close communication with Snow School Administrators in their Region when managing Course scheduling, rescheduling, program delivery logistics and Pro Day / Pro Session administration.

PRIMARY RESPONSIBILITIES

- Keeps accurate and current records of all Program / Member interaction including registration, refunds, formal complaints, inventory control, and certification results posted on the CSIA database.
- Responds and/or distributes all enquiries/correspondence in a timely and professional manner.
- Assists in the coordination of Member communications, promotions, and educational development opportunities within their Region.
- Prepares in collaboration with the EPC, all Program and product reports upon request by management.
- Attends Regional Board meetings, Regional AGMs, and special Member/industry events, upon request of the Lead Program Administrator and/or Regional Board.
- Provides updates to management and/or the Regional Board in conjunction with the EPC on matters impacting Member satisfaction.
- Provides information required for the preparation of the annual regional budget by the Program Manager.
- Coordinates the preparation and delivery of Program course kits to the assigned Course Conductor in a timely manner.
- Informs the EPC immediately of any reported participant/Course Conductor accidents and adheres to the CSIA accident investigation and reporting policy.
- Manages all Member data in a secure and confidential manner according to CSIA policy.
- If applicable, the RAC serves as the point of contact for International Gap Agencies and CSIA Resellers managing a range of administrative and Program support functions.
- Attends RAC/EPC joint meetings throughout the year as requested by the Lead Program Administrator.
- Offers suggestions and identifies issues requiring improvement in CSIA Program related business processes and information technology applications.
- Takes on special projects and additional tasks from time to time as requested by the Lead Program Administrator.

QUALIFICATIONS AND EXPERIENCE

- College diploma in administration is a decided asset or equivalent work experience.
- In-depth knowledge of CSIA Programs and services.

- Experience with a variety of software applications including Word, Excel, MS Project, etc.
- Exposure to dealing with sensitive and confidential business matters.
- Being a Member of the CSIA is a decided asset.
- If applicable, some Regions may require strong bilingual writing and verbal skills.
- Experience in customer service management.

REQUIREMENTS

- Should reside in the Region they work in during the term of the contract.
- The successful candidate will be required to undergo an Enhanced Criminal Record Check and/or vulnerable sector check, safe sport training and other screening requirements.
- Must have access to internet and cell phone services if working remotely.

CORE COMPETENCIES

- Interpersonal and communication skills
- Membership and stakeholders focus and quality of service
- Decision making and initiative
- Conflict management

JOB SPECIFIC COMPETENCIES

- Attention to details
- Ability to work independently and multi-task
- Strong time management skills
- Versed in website and social media platforms

WORKING CONDITIONS

- Working conditions consist of a remote office working environment. If applicable, some work is performed in an alpine ski environment requiring the requisite level of fitness. Work will require a flexible work schedule (weekends, evenings, etc.).
- When applicable, visibility requires maintaining a professional appearance and providing a positive company image to the public.