

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Athletics Clerk
DEPARTMENT:	Athletics
CLASSIFICATION:	Secretary A
WAGE GRADE:	20
EMPLOYMENT DEFINITION (STATUS):	Full-time Support (9 months – September to April)
SUPERVISOR (POSITION TITLE):	Director of Athletics
DATE CREATED:	July 2024

SUMMARY OF FUNCTIONS:

Reporting to the Director of Athletics, the Athletics Clerk acts as the first contact for the Athletics department and provides a variety of services. The Clerk will provide clerical support and customer service to athletes, coaches, students, staff, and visitors to the athletic facility. Some of these duties include answering general building inquiries, scheduling, and signing out equipment and supplies to students. The Athletics Department is a fast-paced environment, and the Clerk will maintain a high level of service while coordinating a variety of tasks.

DUTIES & RESPONSIBILITIES:

Clerical Support **(30%)**

- Assist and distribute informational materials, newsletters, and announcements to athletes, coaches, and stakeholders as needed.
- Assist with the coordination of volunteer staff members assisting with clerical tasks and event support.
- Assist with the preparation and distribution of the weekly or bi-weekly work schedule to student staff
- Assist in the hiring, training, and scheduling of student staff members, ensuring adequate coverage for front desk operations and other essential tasks.
- Assist in preparing documents, reports, and presentations as needed.
- Collaborate with other staff members to ensure smooth operations of the athletic facility.
- Assist the Athletics department staff with various clerical duties

Customer Service Support **(30%)**

- Provide information and assistance to students, athletes and visitors regarding facility amenities, programs, and services
- Assist students, athletes and visitors in navigating the facility layout and locating specific areas or equipment
- Ensure a welcoming and inclusive environment for all students, athletes and visitors, assisting with any accessibility or accommodation requests
- Coordinate with coaches and faculty staff to facilitate smooth transitions between training sessions, competitions, practicals and other events
- Act as a liaison between students, athletes, and coaches, communicating feedback, suggestions, and requests effectively

- Assist in the resolution of scheduling conflicts or issues related to facility usage, demonstrating patience and diplomacy in all interactions
- Proactively seek opportunities to enhance the student, athlete and visitor experience through personalized service and attention to individual needs
- Collect feedback from students, athletes and visitors to identify areas for improvement in service delivery and facility operations, contributing to ongoing quality enhancement initiatives

Equipment and Supplies Coordination

(30%)

- Monitor inventory levels of athletic equipment, replenishing stock as needed and ensuring availability for daily operations.
- Assist in setting up and organizing equipment and supplies for athletic events, practices, and competitions, following established procedures and safety guidelines.
- Collaborate with coaches and athletic staff to ensure that equipment and facilities are arranged and prepared according to specific requirements for each activity, practical or event.
- Conduct regular inspections of equipment and facilities to identify maintenance needs or safety concerns, reporting issues promptly to the appropriate personnel for resolution.
- Assist in the implementation of equipment maintenance schedules and protocols, including cleaning, repairs, and replacements, to prolong the lifespan and functionality of athletic assets.
- Maintain accurate records of equipment inventory, purchases, and maintenance activities, utilizing digital databases or inventory management systems as required.
- Assist in the development and implementation of policies and procedures related to equipment usage, storage, and disposal, in compliance with organizational guidelines and regulations.

Front Desk Operations

(10%)

- Greet visitors, students, athletes, and coaches in a friendly and professional manner
- Verify and authenticate the identity of individuals entering the facility.
- Answer incoming calls, respond to inquiries, and redirect calls as necessary
- Maintain a clean and organized front desk area
- Organize incoming and outgoing mail and packages

Other duties as assigned.

QUALIFICATIONS:

Education: Two-year office administration diploma from a recognized college

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One to three years of clerical experience
- Experience in a post-secondary educational setting would be an asset
- Training in First aid, CPR, would be considered an asset
- Experience with computer applications (i.e., MS Office, Ellucian, SharePoint, Adobe, Internet)
- Tact, diplomacy, and good decision-making skills
- Excellent interpersonal skills
- Excellent organizational, prioritization and time management skills
- Ability to judge situations and determine appropriate responses
- Knowledge of post-secondary policies/procedures

- Excellent oral and written communication and problem-solving skills
- Ability to work independently and demonstrate initiative with minimal supervision
- Ability to use discretion and maintain confidentiality
- Able to adapt to respond to changing priorities and urgent requests
- Capacity to maintain accuracy and attention to detail
- Sound knowledge of administrative practices/procedures
- Other Database/Data Management software systems
- Web Browsing and General Email Systems
- Must be bondable and receive a negative Criminal Record Check (i.e. have not been convicted of a criminal offence for which a pardon has not yet been granted)

RELATIONSHIPS/CONTACTS:

Supervised by: Director Athletics

Internal Contacts: Faculty, staff and students

External Contacts:

- General Public
- Parents/Supporters

MATERIALS UTILIZED:

- General office equipment
- Athletics Equipment

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Lifting and moving equipment or supplies weighing up to 15 pounds
- Performing tasks that involve physical exertion or repetitive motion.
- Frequent and unexpected interruptions
- Separate workstation
- Occasional evening and weekend work may be required to assist with special events and hosting responsibilities
- High traffic flow in the area

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date