



BURLINGTON SOCCER CLUB

3390 SOUTH SERVICE ROAD, SUITE 104, BURLINGTON ON L7N 3J5

905.333.0777 • WWW.BURLINGTONSOCCER.COM

Position Title: Customer Service Coordinator
Type: Summer Internship (30 – 35 hours per week)
Location: Burlington, ON
Reports To: Executive Assistant
Term: Early May to end of August

BACKGROUND

The Burlington Soccer Club (BSC), a not-for-profit organization, was established in 1962. Today, the Club has approximately 16,000 youth and adult soccer players and is one of the largest soccer clubs in Ontario. The BSC is home to the Burlington Bayhawks and is proud of its competitive team successes over the years, which includes 50 provincial championships and 13 national championships. The Club holds a Canadian National License, Ontario Provincial Development League (OPDL) License, and Ontario Premier League (OPL) Franchise.

POSITION SUMMARY

As part of the Finance team and reporting to the Director of Finance, this position is responsible for assisting and supporting the Finance team. The position assists in all aspects club functions, with a particular focus on administrative and finance duties.

The role is deadline-driven and time-intensive and requires energetic, highly motivated multi-taskers who are exceptional communicators and organizers and thrive on delivering high-quality customer service.

PRIMARY DUTIES & RESPONSIBILITIES

- Assist with office organization
- Respond promptly to customer inquiries, whether via email, phone or in-person
- Liaise with all departments to ensure strong understanding of club programs and offers
- Establish and maintain good rapport with all members and stakeholders
- Interact with Club Membership and Coaches
- Document customer interactions, when necessary, compiling documents and forwarding to appropriate party
- Oversee, coordinate and administer the financial records
- Contribute towards the development of the budget
- Support Director of Finance in trend identification and forecasting

EXPERIENCE & SKILLS

- Current enrollment in a post-secondary institution (preferably Recreation/Business Program)
- The candidate must possess initiative and relationship-building skills
- Excellent written and oral communication skills
- Familiarity with Microsoft Suite of Products and experience with video software's
- Strong time management and proficiency skills
- Ability to work alone and as part of a team
- Strong planning and organization skills with the ability to multi-task
- Must have a valid G Driver's License and access to a vehicle
- A comprehensive understanding of the OPDL and Burlington Soccer Club is an asset



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Information provided by candidates for these positions will be used only for candidate selection. We thank each candidate for taking the time and effort to apply; however, only candidates to be interviewed will be contacted.

As a member of the BSC Team, this position requires a police background check and clearance with respect to persons working with vulnerable persons.

BSC is committed to upholding the values of equity, diversity, and inclusion in our work environment. We value the contributions that each person brings and are committed to ensuring full and equitable participation for all members of our Club.

Candidates requiring accommodation to participate in the hiring process should contact Samantha Stewart at sstewart@burlingtonsoccer.com.

Expressions of interest, accompanied by a cover letter and resume, will be accepted until filled, and sent confidentially to Mary-Angela Pellegrino at mpellegrino@burlingtonsoccer.com.