**PROGRAMS AND ADMINISTRATION MANAGER**

**CATEGORY: PERMANENT/FULL-TIME (37.5 HOURS / WEEK)**

**LOCATION: HYBRID/REMOTE**

**Some travel and work outside of regular business hours will be required**

**NOTE: Bilingual applicants preferred but not a requirement**

**SALARY RANGE: $50,000 - $55,000 plus benefits  
 Commensurate with experience**

**IMMEDIATE SUPERVISOR: EXECUTIVE DIRECTOR**

**JOB DESCRIPTION**

The Programs and Administration Manager is responsible for assisting the Executive Director (ED) with the various operations of the National Sport Organization (NSO). The successful applicant will be required to follow the operational plan based on the ED’s guidance for the NSO, considering Taekwondo Canada’s Strategic Plan and historical trends.

The Programs and Administration Manager will work with the ED, staff, members, volunteers, and community to ensure that the NSO’s mission is fulfilled through programs, strategic planning and community outreach.

**JOB SPECIFICATIONS**

Reporting to the ED, the Programs and Administration Manager assists with day-to-day Taekwondo Canada operations and is responsible for the following tasks. Key responsibilities include (but are not limited to):

* Administration
  + Managing the day-to-day operations of the Taekwondo Canada virtual office and main office located within the House of Sport
  + Answering and directing incoming calls and general inquiries from the public
  + Maintaining Google based filing system and services for the organization
  + Other administrative duties or special projects, events as may be required
* Membership Services
  + Maintenance of Taekwondo Canada’s Membership database, ensuring that Membership fees are received, and Members provide registration information
  + Providing support and guidance to Provincial/Territorial Sport Organization members (P/TSOs) of Taekwondo Canada and the general public
  + Supporting and managing relationships with Membership including P/TSO’s
* Kukkiwon Administration
  + Communicating regularly with Taekwondo clubs and representatives from Kukkiwon Head Office
  + Managing all Kukkiwon applications and submissions for Taekwondo clubs in Canada
  + Maintaining records of Kukkiwon orders, ensuring proper reconciliation and tracking
  + Receiving and shipping Kukkiwon certificates to Taekwondo clubs
  + Organizing and submitting Kukkiwon Special Requests

***Note: Kukkiwon is the World Taekwondo Headquarters, responsible for promoting and regulating Taekwondo worldwide, including black belt testing and certifications***

* National Coaching Certification Program (NCCP)
  + Managing and increasing the capacity of Taekwondo Canada’s NCCP program, acting as the point of contact between Coaching Association of Canada (CAC) and Taekwondo Canada
  + Attending partner meetings and the annual CAC Partner’s Congress, managing existing partners as required
  + Ensuring compliance with Taekwondo Canada budget in relation to NCCP
  + Keeping Cognito Forms updated and creating new forms as necessary
  + Assigning Learning Facilitators and Evaluators
  + Providing material to participants as necessary
  + Updating NCCP locker and provides certificates
  + Collaborating with Facilitators to organize workshops
* Safe Sport
  + Managing all key Safe Sport activities including communication with key stakeholders
  + Overseeing and tracking education and training of Safe Sport policy suite with P/TSO’s and membership
  + Act as the main contact for all Safe Sport related inquiries and initiatives

**EDUCATION AND EXPERIENCE**

* Completion of a bachelor’s degree or higher in Sport/Recreation Management, Business Management, or equivalent experience in these areas
* Experience with a not-for-profit sport organization is an asset
* Strong organizational skills, including planning, developing, and implementing, programs and projects
* Proven success in developing, implementing, and managing programming strategies and budgets
* Excellent time-management skills, able to multi-task and prioritize own work
* Superior attention to detail and problem-solving skills
* Strong work ethic and integrity who performs well in a high-pressure environment
* Knowledge of Google suite and Microsoft applications and functions
* Strong communication skills (written/oral) in both English and French are an asset and preferred

**To apply for this position please email your resume and cover letter to:** [**ed@taekwondo-canada.com**](mailto:ed@taekwondo-canada.com) **with Programs and Administration Manager in the subject line. Deadline for applications is April 4th, 2025.**