

Job Title: Communications Coordinator, League & Competitions

Reports To: Assistant Manager, League & Competition Operations

Location: Whitby

Type: Full-Time, Hybrid

Position Summary

The **Communications Coordinator, League & Competitions**, plays a vital role in the smooth execution and strategic communication of the Ontario Basketball League (OBL). This position is responsible for engaging with member clubs, managing time-sensitive league communications, and working within an Agile framework to support ongoing improvements in content delivery and user experience.

Acting as a key link between internal operations and external stakeholders, the coordinator ensures that all information—scheduling, registration, game updates, and event news—is timely, clear, and aligned with the organization’s commitment to Organizational Excellence, transparency, and service.

Key Responsibilities

League Communication & Stakeholder Support

- Respond to all telephone and email inquiries from coaches, parents, and club administrators in a timely and professional manner.
- Communicate registration deadlines and program information through all Ontario Basketball (OBA) channels: website, email, and social media.
- Work closely with the Marketing & Communications department to amplify and align OBL messaging across platforms.
- In collaboration with the Coordinator, OBL Scheduling, distribute and update game location and schedule changes for all member clubs and teams.
- Support member clubs in understanding key deadlines, policies, and rules to ensure compliance and clarity.

Website & Digital Content Management

- Maintain and update all Ontario Basketball League website content related to:
 - Game schedules and time/location changes
 - Scores and standings
 - Registration information and deadlines
 - Team rankings and event updates

- Assist with social media content and posts related to ongoing league operations.

Weekend & Event Support

- Provide responsive weekend support to OBL hosts and site convenors regarding rules, schedules, and general inquiries.
- Offer on-site support and communications coordination at key events, including OBL Championship Weekends, OBLX, and All-Star Weekend.

Agile & Organizational Excellence Integration

- Support OBL's vision for **Organizational Excellence** by identifying service gaps, recommending process enhancements, and modelling a customer-first mindset.
 - Willing to learn Agile process and participate in agile workflows (stand-ups, sprint reviews, refinement) to continuously improve communication processes and league responsiveness.
 - Track, assess, and refine communication approaches using stakeholder feedback and internal data.
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Skills & Qualifications

- A university degree or college diploma in Sport Management, Communications, Marketing, or a related field—or equivalent experience.
- 1–3 years of experience in sport administration, communications, or client services.
- Excellent verbal and written communication skills, with a strong ability to simplify complex information.
- Proficient in Microsoft Office and Google Workspace; familiarity with Trello, Asana, or other project management tools is an asset.
- Website management experience (e.g., WordPress), basic Adobe Creative Suite skills, and knowledge of scheduling software preferred.
- Experience in social media management or digital marketing is an asset.
- Strong organizational skills with the ability to multitask, prioritize, and meet deadlines in a fast-paced environment.
- Demonstrated interpersonal skills and professionalism—customer service experience strongly preferred.
- Availability for evening and weekend work as needed (especially during the competitive season and major events).