



COORDINATOR, COACH & PARTNER SERVICES (CPS)

STATUS	Permanent Full-Time (unless otherwise stated)
REPORTING TO	Manager, Projects and CPS
LOCATION	Ottawa, ON
SCHEDULE	40 hours per week (Monday to Friday)
SALARY	Pay Band 7 \$45,000 – 53,000

POSITION SUMMARY

Reporting to the Manager, CPS & Special Projects, the Coordinator, CPS is responsible for providing excellent service and administrative assistance to coaches, sport partners, and CAC colleagues in the maintenance and use of CAC products and services.

CORE DUTIES & RESPONSIBILITIES

Coach and Partner Servicing

- Respond to coach and partner inquiries by phone and/or email in a timely and professional manner, ensuring adherence to established processes and standard level agreements.
- Meet Service Level Agreements for various service desk functions.
- Track, review, and resolve coach and partner inquiries and complaints.
- Process requests for services or information about the NCCP pathway, eLearning modules, CAC products, and other resources available for coaches.
- Develop and maintain in-depth knowledge of the organization's products and services.

Locker Administration

- Manage and lead Locker training sessions for partners.
- Develop training materials and courses for the Locker database.
- Troubleshoot issues with the Locker by telephone and/or email.
- Work collectively with colleagues to define response paths and manage user expectations.
- Support Coach and Coach developer pathway design.
- Administer eLearning codes.
- Assist with database management and administration.
- Maintain technical processes and procedures.

Internal Support

- Provide cross-departmental administrative support for projects, committees, and initiatives.
- Manage files and documentation for assigned projects and initiatives.
- Support the preparation of Locker data reports for internal teams.