

# VUL Position Description

<b>Job Title:</b>	League Manager
<b>Reports to:</b>	Operation Manager / Executive Director
<b>Work Type:</b>	Permanent, Full-time (37.5 hours per week)
<b>Compensation:</b>	\$52,000 - \$62,000 + Benefits Package + RRSP Matching

**Purpose:** The League Manager (“LM”) is responsible for managing all of the VUL’s adult leagues, events, and related services on a year-round basis. The LM is expected to provide industry-leading service and collaborate with other staff to maximize the satisfaction & continued enrollment of adult VUL members. The LM also supports the Marketing Manager (“MM”) and Youth Programs Manager (“YM”) to deliver their programs and services. The LM will also be responsible for supervising a number of direct reports.

## Duties & Responsibilities

### Strategy & Planning (10%)

- Support the Executive Director (“ED”) and Board to develop the VUL’s next strategic plan.
- Identify opportunities to improve member experiences and overall service delivery.
- Work with the Senior Staff team to develop a program strategy for adults.
- Develop and manage budgets with the ED for adult programs and events.

### League Management (70%)

Manage adult programs over 3 seasons: Winter (Jan-April), Summer (May-Aug), and Fall (Sept-Dec). Activities for each season include:

- Prepare project and work plans for each league, event, and service.
- Review & update program designs with staff to maximize member satisfaction and growth.
- Secure field permits to support all operations; ensure good field stewardship by VUL members; and ensure maintenance issues are resolved in a timely manner.
- Set up and manage registration, collecting all fees, rosters, and required waivers.
- Form teams of individuals for hat leagues.
- Set up divisions and create game schedules.
- Monitor game reports. Follow up with teams as required to maximize spirit, fun, and safety.
- Develop strong relationships with team captains before and during the season. Support them to be effective leaders and partners with the VUL in delivering services to players.
- Communicate proactively and creatively to ensure high levels of customer service. Maintain league-related content on the website so it is an effective resource for members and the public.
- Maintain VUL equipment and storage space with the support of other staff.
- Continuously seek to improve player experiences and overall service delivery.

### HR Management (10%)

Work with the ED and other staff to develop and enhance HR capacity and effectiveness:

- Manage, support, and evaluate direct reports as appropriate for their roles. Direct reports include part-time coordinators for Regional leagues, Mentors, Camps, Clinics, and Rules, plus event coordinators and various volunteers.
- Identify opportunities for others to support league operations (skilled and non-skilled roles).
- Recruit and train individuals for approved positions, as required.

## Tech Support (10%)

In partnership with the Web Manager, provide website Technical Support to members by responding to questions, providing guidance or tips, and escalating any problems to the Web Manager for resolution. Assist the Web team in verifying new features before they are released to members.

## Miscellaneous

- Ensure league-related expenses are paid on time and stay within budget.
- Maintain a manual of all core League Manager duties.
- Other projects and duties as assigned by the Executive Director.
- Uphold the VULS Vision, Mission, Values, Bylaws, and Polices at all times.

# Preferred Qualifications

## Education & Experience

- A diploma or degree in Sport, Recreation, Administration, Communication, or Arts & Science OR a minimum of three (3) years of relevant experience in similar role(s);
- Experience managing part-time workers and volunteers;
- Experience playing ultimate, especially as a captain;
- Experience with scheduling leagues or tournaments is an asset.

## Skills & Abilities

- Mediation/Facilitation: Able to support and coach captains to resolve game disputes;
- Presenting/Teaching: Capable of presenting to groups (up to 200) to effectively share knowledge;
- Strong knowledge of MS Office, GSuite, or equivalent (Excel/Sheets especially);
- Comfortable learning and using a variety of computer software;
- Basic knowledge of HTML is an asset.

## Characteristics

- Self-starter: Works independently with little direct supervision;
- Organized: Sets priorities, develops schedule, monitor progress, and record all relevant info;
- Leader: Able to positively influence others to achieve shared goals;
- Collaborative: Creates and maintains effective working relationships internally and externally to achieve VUL goals;
- Detail oriented: Formats one sentence in their cover letter orange
- Communicator: Communicates effectively using appropriate tools & techniques;
- Problem Solver: Gathers relevant info and generates workable solutions & recommendations;
- Strategic: Considers wider context when considering alternatives and developing solutions.
- Ethical: Behaviour is consistent with ethical standards and aligns with VUL values and policies;

## Working Environment

The League Manager is expected to:

- Provide their own workspace, computer, internet, and phone.
- Work remotely most of the time, and in a Vancouver shared office space 1-2 days/week.
- Be available on evenings and weekends for various program support.
- Have access to a vehicle, and be able to lift packages weighing 20 kgs.

If you are interested in the role, [please apply here](#). If you have any questions about the position, please email [om@vul.ca](mailto:om@vul.ca) with the subject line "League Manager Application".