



NORTHSHORE YOUTH SOCCER ASSOCIATION

Job Description

Title: Operations Manager

Reports To: NYSA Executive Committee

Job Summary:

The Northshore Youth Soccer Association (NYSA) is a 501(c)(3) non-profit organization located in the heart of the Northshore School District. NYSA serves over 5,000 players ages 5 through 18 and is one of the oldest and most well-respected youth soccer clubs in Washington Youth Soccer (WYS). NYSA offers three levels of play including programs for recreational players, select soccer through Northshore Select Club (NSC), and high-level premier soccer with Sound FC. Coaching staff and team management for both Recreational and Select teams are volunteers.

The Operations Manager holds an important administrative role in NYSA, including providing oversight and assistance in the following areas:

- ▶ Manage day to day activities in the NYSA physical office including but not limited to: answering phones, distributing mail, processing refunds, making deposits, reviewing and processing scholarship and financial aid applications, documenting job aids, and FAQs.
- ▶ Employee and Contract Records Management: Process new hires, manage the onboarding and ongoing maintenance of 1099 subcontractors. This includes ensuring all necessary documents are provided and electronically stored (Form W 9, executed contract) and follow requirements of invoices prior to payments.
- ▶ Payroll Management: Process monthly payroll; manage timecards.
- ▶ Bookkeeping Management: Review all invoices prior to NYSA bookkeeper engagement for processing, including the management of all 1099 independent contractors (coaches and referees).
- ▶ Registration: Provide support for all NYSA teams and players in the NYSA website (Sports Connect) and affiliated WYS Affinity system to ensure both registration for program offering and seasonal play is ready by established dates.
- ▶ Develop relationships and deliver clear and positive communication across the NYSA community (includes families, office team, Directors of Coaching, Directors of Soccer, board members, referee assignors and coaching staff).



The NYSA Operations Manager must maintain a positive and collaborative working relationship with the entire Board of Directors, Office Staff, vendors, and key staff and volunteers. The Assistant Registrar will be expected to balance the demands of this varied set of relationships.

Essential Job Functions:

The Operations Manager is key in providing support to NYSA members, employees, coaches, and the NYSA Board of Directors. To ensure success in this position needs to have a strong work ethic and ability to utilize several player registration systems, financial systems and marketing systems. The ability to independently problem solve and provide solutions that support youth soccer programming is a must.

Additional DUTIES AND RESPONSIBILITIES include but are not limited to the following:

Member & Program Experience

- Monitors and evaluates the effectiveness of and participation in programs. Implements continuous program improvement processes and establishes new program activities as needed to better serve community members, NYSA members and program participants.
- Assists in supporting the overall participant experience including but not limited to program registrations and visually and auditorily monitoring buildings and program areas for safety and security.
- Acknowledges, identifies by name, interacts and communicates with program participants and volunteers to develop and maintain positive relationships.
- Develops and maintains collaborative relationships with community organizations, schools and field vendors.

Staff Management

- Directly carries out supervisory responsibilities to effectively manage personnel in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; auditing and appraising performance; approving and reporting payroll; conducting staff meetings; rewarding and disciplining employees; addressing complaints and resolving problems.
- Provides overall leadership and direction through ongoing coaching and development.
- Facilitates and fosters a team based culture throughout the organization where everyone has responsibility and accountability for the success of the organization.
- Takes personal initiative to source, recruit and retain staff. Assumes an active role in creating and implementing the department and association's recruiting outreach and retention plans.

Risk Management

- Keeps safety and risk management top of mind. Visually and auditorily monitors facility structure and program areas on a regular basis to identify areas of risk and violations of



policies/procedures. Puts training and plans in place to minimize risk or address violations of policies/procedures.

- Communicates to all staff and volunteers the organization's commitment to protect youth from abuse. Continually monitors programs for signs of abuse and responds seriously and confidentially to viewed or received reports of suspicious and inappropriate behaviors. Follows mandated reporting requirements related to abuse.
- Performs other activities and duties as needed that address the ongoing health and well-being of our staff and members, including but not limited to housekeeping, sanitation, etc. throughout all NYSA buildings and program areas.

Finance

- Develops, in coordination with NYSA Executive Committee, and monitors program budget to meet fiscal objectives.
- Continuously seeks and implements ways to increase revenue and control expenses.
- Responsible for intake of all financial documentation, classification and data entry into the financial systems. Works closely with NYSA bookkeeper to ensure bills, payroll, and taxes are completed correctly and on schedule.

Software

- Maintains a working knowledge of the applications utilized related to program operations.
- Takes initiative to remain up to date on the capabilities of the systems and actively reviews and implements enhancements to processes/procedures.

Administrative & Other

- Assumes responsibility for a wide variety of administrative, operational, and other assigned duties that benefit the workflow, quality and promotion of all NYSA youth soccer programs.
- Provides backup support to coworkers as needed.
- Receives and carries out instructions.
- Maintains regular and predictable attendance. Participates in evening/weekend and on call rotation as well as special events as required.
- Performs special projects and other related duties as needed or assigned by the NYSA Board via Executive Committee

Qualifications and Experience

- In-person office management
- Familiar with website programming (SportsConnect and Affinity)
- MS Office
- Google Suite
- QuickBooks Online (QBO)
- PayChex
- Constant Contact
- Excellent time management skills and ability to multitask and prioritize work.



- Attention to detail and problem-solving skills.
- Strong organizational and planning skills.
- Proficiency in **MS** Office, Excel, and other computer systems.
- Previous experience working with youth sports or non-profit organization preferred.
- Must have excellent verbal and written communication skills, organization skills, and time management skills.
- Ability to interact productively and positively with coaches, parents, and players.
- Must have good conflict resolution skills.
- Must be able to work flexible schedules including weekends and evenings as needed.

Work Hours:

Average of 40 hours/week in the office (4 or 5 days/week). Hours might increase during registration season (May through August) and decrease during the off-season.

Benefits:

- Vacation: Effective on hire date, 40 hours per year accrued annually with no carry over.
- Holiday Pay: NYSA provides 6 hours of Holiday pay for each of 9 holidays recognized by the Northshore School District (NSD).
- Sick Leave: Effective on hire date and accrued at 1 hour for every 40 hours worked with a max of 40 hours carried over.

Submit resumes via email to: exec-cmte@northshoresoccer.org