

Join Our Team!

Operations Coordinator



November 2024
Kitchener, Ontario

Are you passionate about the Waterloo Region community, recreation and sports, and creating positive change?

Rangers Reach (Kitchener Rangers Community Fund) is actively recruiting for the role of Operations Coordinator. Reporting to the Executive Director, this individual will play a key role in supporting fundraising initiatives and coordinating with key stakeholders to help Rangers Reach continue to make a strong impact in Waterloo Region.

About Rangers Reach:

Rangers Reach (Kitchener Rangers Community Fund) is a not-for-profit organization that raises funds for initiatives in Waterloo Region. Through game day 50/50 and prize raffles and Kitchener Rangers Hockey Games, amongst other fundraising efforts, Rangers Reach raised over \$1.3 million in the 2023-2024 season. This year, Rangers Reach will donate at least \$100,000 in Community Impact Grants, in addition to delivering dedicated donations, scholarships, and other key funds to local organizations. **Rangers Reach supports the community that has supported the Kitchener Rangers since 1963.**

About the role:

This role is based in Kitchener, Ontario and is a part-time, in-person position (18-24 hours/week). Some hours will take place outside of traditional work-hours and will align with Kitchener Rangers home games (evenings and weekends). Additional hours will take place during a traditional work week. Working out of the Kitchener Memorial Auditorium, the successful candidate will support Rangers Reach through a variety of activities to support continued growth of our fundraising and giving efforts across Waterloo Region. This role will entail a wide-range of responsibilities including:

- Game Day Raffle Administration & Support
- Act as a knowledgeable resource to our volunteers, manage volunteer training and recruitment
- Develop marketing and communication tools to support growth of fundraising programs
- Manage regular community giving programs including merchandise requests and the Community Ticketing Program
- Organize and support Community Impact Grant cycles, be a strong resource to interested community organizations and applicants
- Collaborate with Rangers Reach staff and the Kitchener Rangers Hockey Club to implement effective fundraising programs and activities
- This role will initially commence as a 6-month CONTRACT position. This will allow us to evaluate potential enhancements to the role at the conclusion of the current Ontario Hockey League season.

A full range of roles and responsibilities can be found in Appendix A.

Compensation:

The compensation range for this role is estimated at \$22 - \$26/hour.

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Who are you?

The successful candidate will demonstrate an adaptable skill set and experience including but not limited to:

- Ability to work independently, take initiative, manage time effectively; Highly organized
- Comfortable working together with a diverse group of staff and volunteers, empowered to share your ideas and feedback to achieve the mission of Rangers Reach
- Strong communication skills including writing and public speaking, ability to communicate with stakeholders
- Think creatively when developing fundraising programs and marketing communications
- Proficient in Microsoft Office tools, Canva. Experience in Graphic Design is an asset.
- Education in Sports Business, Business, Recreation and Leisure, is an asset
- A minimum of 2 years experience working/volunteering in Event Management, Professional or Recreational Sports/Activities, Charitable Gaming, or similar fields of work is preferred

Our current team is a dynamic make up of one staff member and many volunteers. The successful candidate will thrive in this environment as a true team player, with the ability to adapt, focus, remain organized and have fun.

Application Process:

How to Apply:

Interested applicants can apply by sending a cover letter that shares why you are interested in this position and your resume to:

Email: info@rangersreach.com

Subject: [Your Name] - Operations Coordinator Application

Deadline to Apply: Monday, December 9th, 2024 @ 11:59pm ET

We provide equal employment opportunity for all applicants and employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability, or any other characteristic protected by local law. We particularly encourage applications from Black people, Indigenous people, and people of colour, people with disabilities, members of the LGBTQ2+ community and those with varied areas of expertise and lived experiences.

We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Selection Process:

We thank all applicants for their interest in this position. Only applicants who have been selected for an interview will be contacted. We aim to contact applicants by **December 16th, 2024** who are invited to move forward in the application process.

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Appendix A: Detailed Description of Job Responsibilities

Marketing & Communications:

- Graphic development for game days, special promotions, etc. including twitter, Facebook and Instagram
- Social media posting, engagement with team accounts, local media, etc.
- In-arena graphic development for signage, digital banner boards, etc.
- Game day email development, monthly newsletter on granting and community impact
- Updates to web content, announcements, etc.
- Updated photo content, preparing posts for future announcements based on operations schedule

Volunteer Management:

- Updating volunteer needs schedules on volunteer management platform
- Outreach to existing volunteers with updates
- Outreach to new volunteers
- Game day volunteer schedules (assigning locations, setting up devices)
- Volunteer incentive management - swag ordering and tracking, incentive program, etc.
- Prepare and lead training sessions

Game Day Operations:

- Set up concourse and all raffle areas including 50/50, jersey raffle and any special fundraising areas
- Prepare devices and volunteer uniforms (vests, buttons)
- Check in volunteers and conduct refresher training, educate on any new features of the draw, distribute cash floats
- Deploy volunteers to designated selling locations and assign locations in bump dashboard
- Support volunteers throughout selling shift, troubleshoot any technology problems, assist with customer/fan questions
- Act as in-game raffle administrator, monitor messages, void requests, location settings, online sales, etc.
- Post game: tear down, reorganize devices, support claims process at fan services; act as raffle administrator when necessary
- Support final cash count and deposits

Granting and Charitable Activities:

- Update granting applications annually based on any changes in eligibility, focus area, etc.
- Streamline application process where possible, deliver accessible grant options (over the phone completion)
- Update and deliver scholarship application package annually
- Work directly with grant recipients to collect core documents, photos, stories for sharing, final reports
- Conduct outreach to local organizations to educate about grant opportunities

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Appendix A: Detailed Description of Job Responsibilities (continued)

Community Ticketing Program

- monitor community ticket program requests
- Work with KRHC staff to deliver community tickets
- Conduct outreach and follow up to community ticket groups to evaluate program and engage additional organizations

Merchandise and Donation Requests

- Monitor donation requests regularly
- Determine allocation of in-kind donations, communicate with applicants
- Update application process to support the process on both RR and KRHC sides
- Responsible for inventory of merchandise donations, requesting new merch packs, etc.

Sponsorship:

- Developing an updated sponsorship package for all fundraising activities
- Managing sponsorship relations, regular updates for sponsors, ensuring delivery of key assets

Administration:

- Scheduling key fundraising initiatives
- support AGCO compliance filings (claims, monthly reports, etc)
- Work with KRHC, additional stakeholders on in-venue activities
- Payroll/hours tracking
- Work plan development and monthly reporting



We thank you for your interest in the position.

If you have any questions, please contact:

Craig Campbell
Executive Director, Rangers Reach
Email: info@rangersreach.com