



ROLE

Operations Specialist (OPS)

JOB SUMMARY

The OPS will work directly with Eurostep's CEO to manage all aspects of the company including: day-to-day operations of the basketball facility; customer service; logistics and site maintenance; administrative support; etc. The OPS role will implement processes and execute tasks that support the club's coaching staff training programs.

The OPS role will report directly to the CEO of the company.

OUR ORGANIZATION

Eurostep is dedicated to helping athletes grow, both as basketball players and individuals. The club offers eight different training options for all ages and abilities. Our goal is to be able to provide high quality basketball training to any athlete that wishes to improve their game. We offer everything from small group training to competitive teams that travel all over Ontario and to the USA.

The club operates seven days a week and runs training programs from 8:30AM to 11:00PM on most days. In 2022 the club built its own state-of-the-art facility at 55 Horner Ave in south Etobicoke. We have 15 staff members (a mix of part-time and full-time staff) that are dedicated to helping youth learn and grow via the game of basketball.

ROLE RESPONSIBILITIES

1. Create positive customer service experiences when athletes and parents come to the facility for training.
2. Manage digital communications (email, social media, telephone) and provide helpful customer service to answer any questions that customers may have.
3. Manage facility operations at 55 Horner Ave.
 - a. Snack bar stocking, apparel sales and ordering, organization of the space and equipment.
 - b. Making weekly trips to Costco for purchases of food and cleaning supplies.
 - c. Maintaining basic cleanliness of lobby, bathrooms, and basketball courts.
 - d. Dealing with any service and maintenance issues that arise.



4. Use online tools such as Salesforce, Stripe, Google Workspace, and Mailchimp to create reports.
5. Support the coaching staff by creating work schedules, managing communications, and organizing team competitive calendars
6. Daily meetings or briefs with the CEO of the company
7. Ability to use social media and post content (Instagram and Twitter)
8. Create and manage communications for special events and tournaments with all stakeholders

MUST HAVE

1. College/university degree in business administration or related field OR at least 3 years of work experience in a related field.
2. Superior organizational and communication skills.
3. The ability to clearly communicate using both verbal and written skills.
4. Problem solving skills as well as the ability to work independently to solve the problems.
5. Proficiency with MS office suit (word, excel, power point).
6. Enjoy working with and being around people as this is a very people oriented role.

NICE TO HAVE

1. Understanding of the game of basketball. Any experience in the sport such as playing, coaching, or team management is a bonus.
2. Prior experience in the customer service industry or any role that was customer facing.



JOB LOGISTICS

1. This role is a hybrid between work from home and the facility (55 Horner Ave. M8Z 4X6). The role will require being physically present at the facility in the evenings from 4:30PM to 9:30PM, Monday to Friday.
2. The other 3 hours per day can be done from home with a flexible schedule.
3. Due to the nature of the job, there may be occasional work on the weekends in order to sure that deadlines are met.
 - a. September is the busiest month of the year for the club. There will be a vacation black for the month of September.
4. The role will come with three weeks of vacation (15 business days).

Compensation shall be commensurate to the qualifications and experience of the candidate. For more information please contact us via email. If you wish to apply for the position, please send a resume and cover letter to the same email address below with the subject line "Operations Specialist application".

Email - contact@eurostepbasketball.com