

KBCA Community Centre Manager (Contract) up to 10 hours per week (flexible)

About the KBCA

The Kanata Beaverbrook Community Association (KBCA) is a Neighbourhood volunteer run association serving the families and individuals in this community. We are a non-profit organization funded by local residents and the City of Ottawa and serving Beaverbrook, a culturally diverse and artistic neighbourhood in beautiful old Kanata.

The City of Ottawa provides an annual grant for the KBCA to run the local community centre with 3,200 sq ft (300 sq m) of facilities available for non-profit, private and commercial groups to rent.

KBCA is looking for a creative and reliable individual and self-starter to promote, schedule and manage the use of the Community Centre. This is a paid part-time position of up to 10 hours per week.

The Community Centre Manager's Role

The Community Centre Manager's primary role is to manage use of the community centre facilities and provide a single "customer service" point of contact for potential and existing groups using the centre

- Respond to requests for bookings (email, phone) in a timely manner, educating potential clients on rates, facility availability, insurance requirements, plus terms and conditions.
- Work with potential users to help them schedule their event(s)/booking(s) and complete and file all "paperwork" in an organized and traceable manner (online), chiefly through gMail, Google docs, calendar, etc.
- Work with current community centre users to address schedule changes, maintenance, cleanliness or other services that the Centre is responsible for.
- Coordinate with the City Legal/Insurance group, City maintenance dept, janitor or the KBCA directors on issues or concerns
- Document, track and report to the KBCA on potential and existing clients to help identify changes required to the Centre or the services we provide.
- When time is available, find ways to promote the Centre to other potential users (e.g. Schools, seniors groups, etc.)

The position requires:

- A background in marketing, activity management or customer support
- Strong communication skills with both potential and existing customers and the KBCA directors
- Strong office computing skills including email, document, spreadsheet and scheduling (Google Calendar)
- Organizational skills to capture, track and maintain rental agreements including rental and insurance payments, including coordination with the KBCA Treasurer and Bookkeeper
- Flexibility to be available in person at the Community Centre to assist customers using the Centre facilities and to show potential clients the Community Centre. While most work can be done by phone, internet and email, availability to be at the Centre for an hour or so 2 or 3 times a week is a requirement.
- Attendance and present a report on Centre booking activity at the monthly KBCA directors meeting (2nd wed @ 7 PM)

Term: 1- year contract, with renewal option. (Three month probationary period)

Language Must be fluent in English - other languages an asset

Ideal Start date: Nov 1, 2014

Please forward to your application to neiljthomson@rogers.com