



Operations Assistant Applicants Only

Position Description: Operations Assistant

The Operations Assistant reports to the Team BC Operations Manager. The Operations Assistant is not assigned to a particular sport, except in unique circumstances, but provides general support to Team BC and all sports. Leading up to and including the Games, the Operations Team will manage Team BC logistics and oversee the management of the systems in place. Operations Assistant will work directly with Team BC Mission Staff and Provincial Sport Organizations. The Operations Assistant will act as the Office Manager during the Games, managing the processes and multiple functions that happen within Team BC's headquarters. The individual will dedicate their time and energy at the Games, which can include long hours, trouble shooting, and making challenging decisions in a dynamic environment.

The responsibilities of this role include but are not limited to:

Pre-Games Responsibilities

- Understand the terms of and sign the Team BC Mission Staff agreement;
- Become familiar with Canada Games Council, Host Society and Team BC policies and Code of Conduct, disciplinary procedures, media, anti-doping, etc;
- Communicate all information regarding the Canada Games and Team BC to sport contacts and team staff; field questions and handle problems as they arise;
- Be familiar with Team BC's policies on Safe Sport, harassment, anti-doping, and fair play;
- Mandatory participation in courses and workshops on topics that will further develop skills and knowledge required in this work environment;
- Be familiar with all information on the Team BC website;
- Attend monthly Mission Staff conference calls. Record minutes and action items and share with all Team BC Mission Staff shortly after each meeting;
- Attend Mission Staff Training Camps for team building and Games training;
- Attend Team BC Coaches Meeting, where you may be asked to provide a presentation on Games Operations and processes to coaches and managers;
- Attend and help coordinate the Team BC uniform distribution day;
- Assist Operations Manager and Assistant Chef de Mission with organizing Mission Staff Training Camps and coaches meetings;
- Manage the uniform exchange process for pre-games requests;
- Manage pre-games requests for Team BC Merchandise;
- Use the Asana project management system to keep track of tasks and responsibilities, and regularly provide status updates as necessary;
- Work with the Operations Manager to oversee all logistical matters.

At Games Responsibilities

- Represent Team BC in a professional manner ensuring positive and respectful behavior and support to colleagues, athletes, and coaches;
- Assist the Operations Manager with all logistics at the Games (i.e. accommodations, transportation, registration, meeting room bookings, phones, sport equipment, uniforms, and distribution, etc.);
- Attend daily morning Mission Staff meetings. Record minutes and action items and share with all Team BC Mission Staff shortly after each meeting;
- Manage the Team BC Mission Office, overseeing all uniform exchange requests, merchandise orders, and all other processes and form collecting;

- Ensure inventory of uniforms and merchandise is tracked and updated after every exchange;
- Create and manage the Team BC Car Pool system;
- Request petty cash for Merchandise program as necessary;
- Monitor results on Team BC and Gems Pro websites;
- Attend and help coordinate the Team BC Mission Night;
- Assist Mission Staff with administrative details and communicate all matters related to Games' policies and procedures with the sports;
- Assist with set up and attend the Team BC pep rallies and Coach and Family Appreciation Nights;
- Manage the set up and access of the Team BC Mission Staff hospitality room at Mission Staff accommodations;
- Complete duties as assigned by the Chef de Mission and Operations Manager;
- Cheer on Team BC!

Post Games Responsibilities

- Submit travel expense claim and any other out-of-pocket expenses incurred at the Games;
- Submit final report to the Operations Manager;
- Follow up on any outstanding tasks with uniforms, merchandise, equipment, shipping, and other logistics;
- Complete the Mission Staff survey;
- Complete duties as assigned by the Chef de Mission and Operations Manager;
- Attend post-Games Mission Staff debrief.

Skills & Experience Required

- Exceptional administration skills and attention to detail;
- Proficient with Google Suite applications and Microsoft Office (Word, Excel, and PowerPoint);
- Strong writing, editing, and proofing skills;
- An understanding of the BC sport system;
- Strong time and priority management skills, ability to meet deadlines, identify critical tasks, and prioritize accordingly;
- Effective working with a team of professionals and receptive to direction;
- Able to handle working long hours under sometimes stressful situations;
- A passion and desire to have a direct impact on the experience and performance of BC's best athletes and coaches.