



North Mississauga Soccer Club

Position Title

Manager of Operations

Reports To

Executive Director

Working Relationships

NMSC staff, technical staff, recreational and competitive coaches, team managers, members and their families, sanctioning and governing bodies (including Peel Halton Soccer Association, Ontario Soccer, and Canada Soccer), community partners, and external service providers.

Overview

The Manager of Operations is responsible for the day-to-day administrative functions that enable the club to deliver consistent, high-quality programming across its Recreational, Grassroots, Competitive, OPDL, and Ontario Premier League streams. Reporting to the Executive Director, this role ensures the administrative infrastructure supporting members, families, team managers, coaches, and staff runs efficiently and accurately, in alignment with club policies and sanctioning body requirements.

Success in this role requires strong organizational skills, sound judgment, and the ability to manage multiple competing priorities in a fast-paced, member-facing environment. The Manager of Operations is expected to represent NMSC with professionalism at all times and to treat staff, members, and external partners with dignity, respect, sensitivity, and fairness.

Scope of Services

Administrative Support

- Supervise administrative and office staff, and oversee day-to-day operations.
- Coordinate technical program logistics, including scheduling, registrations, rosters, and travel documentation.
- Serve as the primary administrative point of contact for team managers and the office's first point of contact for member inquiries that require operational follow-up, providing support through in-person, phone, and email communications.
- Maintain accurate and timely records for both administrative and technical functions, in compliance with NMSC policies, PIPEDA, and sanctioning body requirements.
- Attend internal meetings, planning sessions, and club events as required.



- Respond professionally and promptly to inquiries from staff, coaches, team managers, parents, and members.
- Represent NMSC with professionalism in all club environments.
- Any other administrative tasks as assigned by the Executive Director.

Game Day Operations & Hosted Events

- Manage game day staff and oversee the operational execution of hosted events, including OPL and OPDL match days, tournaments, and club events.
- Coordinate venue set-up, match-day logistics, confirmation of officials with the assignor, volunteer assignments, and post-event reporting.
- Serve as the primary on-site operational lead for hosted events, liaising with Ontario Soccer, Peel Halton Soccer Association, visiting clubs, officials, and external service providers as required.

Staff Development

- Supervise direct reports, including administrative, office, and game day staff.
- Conduct quarterly, documented Personal Development Planning meetings with all direct reports, in accordance with NMSC's Personal Development Plan framework.
- Identify training and professional development needs for direct reports, and recommend appropriate development opportunities to the Executive Director.

Scope of Authority

- Approve routine administrative and operational decisions within the scope of the role and within the approved budget.
- Approve program schedules, rosters, and registration workflows in coordination with technical staff.
- Assign and direct part-time administrative, office, and game day staff in the delivery of their duties.
- Determine appropriate handling, retention, and access controls for club records in accordance with NMSC policies, PIPEDA, and sanctioning body requirements.
- Escalate matters outside the scope of this role, or those involving significant financial, legal, or reputational risk, to the Executive Director.

Characteristics & Background

- Post-secondary education in business administration, sport management, or a related field, or equivalent professional experience.
- A minimum of three years of experience in an administrative, operations, or office management role, preferably in a sport, non-profit, or member-based organization.



- Proficiency with office productivity and administrative software, including Google Workspace and Microsoft Office, and comfort learning sport-specific platforms such as PlayMetrics, PowerUp, and COMET.
- Demonstrated financial literacy, including experience with budgeting, invoicing, and payment reconciliation.
- Experience coordinating events or game day operations is strongly preferred.
- Excellent communication, planning, and interpersonal skills.
- A high level of discretion and sound judgment when handling confidential staff, member, and financial information.
- Comfortable working evenings and weekends in soccer environments.
- A valid Ontario driver's licence and access to reliable transportation, given the requirement to travel between club facilities and to hosted events.
- Must successfully complete a Vulnerable Sector Police Check as a condition of employment.

Work Hours & Location

- Full-time, based in Mississauga, Ontario.
- Evenings and weekends are required as necessary to support programming, events, and match day operations. Some travel within Ontario is required. This is a Management position and, in accordance with the Employment Standards Act, 2000, may be exempt from hours-of-work and overtime provisions.

Remuneration & Benefits

- Salary range of \$50,000 to \$70,000 per annum, inclusive of all statutory entitlements, commensurate with experience.
- Eligible for the NMSC group benefits plan in accordance with the NMSC Employee Handbook, following the applicable waiting period.

Application Process

Interested candidates are invited to submit a resume and cover letter outlining their qualifications and interest in the role to careers@nmsc.net. Applications will be received until 5:00 p.m. on Friday, May 15, 2026. This posting is for a newly created position. NMSC does not use artificial intelligence to screen, assess, or select applicants for this position.

North Mississauga Soccer Club is committed to employment equity and encourages applications from people with disabilities, members of visible minority groups, and women. NMSC strives to build an inclusive environment in which all individuals have access to the club's services and programs in a way that respects their dignity and independence. Accommodations are available on request for candidates participating in the recruitment process and throughout employment. Candidates must be legally entitled to work in Canada.