



2001 University Avenue East
Waterloo, ON N2K 4K4
519-578-9680

Waterloo United Soccer Club

Position: Member Services Coordinator & Game Day Operations Coordinator

Location: **Waterloo, Ontario**

Hours and Term: **Full-Time Seasonal (May–August)**

Compensation: **\$18 – \$20/hour**

[About Waterloo United](#)

Waterloo Minor Soccer Club / Waterloo United provides soccer experiences and development opportunities for more than 2,000 players and families across Waterloo Region. The club offers programming from introductory recreational soccer through to high-performance pathways, with a commitment to creating a positive, inclusive, and player-centred environment.

[Position Overview](#)

Waterloo United Soccer Club is seeking an organized, professional, and energetic individual to join our team in a full-time seasonal split role from May through August.

This position combines two important functions within the club:

- Member Services Coordinator (50%)
- Game Day Operations Coordinator (50%)

The successful candidate will play a key role in both supporting our members through daily front-line communication and delivering a professional, welcoming, and well-organized game day experience for our OPDL and OPL matches.

This role is ideal for someone who is highly organized, customer-service focused, calm under pressure, and passionate about creating exceptional experiences within sport.

Part 1: Member Services Coordinator

[Summary](#)

As the Member Services Coordinator, you will serve as the primary point of contact for members, families, coaches, and community partners. You will work at the front desk and manage all inbound communication to the club, both in person and online.

[Key Responsibilities](#)

- Serve as the first point of contact for all member inquiries in person, by phone, and by email
- Provide exceptional customer service to players, parents, coaches, staff, and visitors





- Manage the front desk and ensure a professional, welcoming, and organized environment
- Respond promptly and professionally to inbound communication and direct inquiries to the appropriate staff member when required
- Support registration questions, program information, payment inquiries, and general club information
- Monitor and manage the club's main email inbox and phone line
- Assist with administrative tasks, filing, data entry, and member records
- Support communication with coaches, staff, and families as needed
- Help maintain accurate registration and member information within club systems
- Support day-to-day office operations and general administrative needs

Member Services Skills & Qualifications

- Strong interpersonal and communication skills
- Excellent customer service abilities and a professional, friendly demeanor
- Ability to manage multiple tasks and priorities at once
- Strong organizational skills and attention to detail
- Comfortable communicating in person, over the phone, and through email
- Ability to remain calm, patient, and solution-oriented in a fast-paced environment
- Strong computer skills, including Microsoft Office, Google Workspace, and basic database or registration systems
- Previous customer service, office administration, or front desk experience is considered an asset

Part 2: Game Day Operations Coordinator

Summary

As the Game Day Operations Coordinator, you will be responsible for planning, coordinating, and delivering all operational aspects of Waterloo United's OPDL and OPL home match days.

This role is focused on the overall game day operation and spectator experience. It does not involve direct responsibility for players, coaches, or technical team support.

The successful candidate will ensure that each match day is organized, professional, safe, and enjoyable for everyone attending.

Key Responsibilities

- Lead and oversee all OPDL and OPL home match day operations
- Create and manage game day schedules and operational timelines





- Recruit, schedule, and supervise Game Day Coordinators and other match day staff or volunteers
- Serve as the primary point of contact for all operational partners and service providers, including:
 - Security
 - Physiotherapy / medical services
 - Field staff
 - Match officials support
 - Vendors and event partners
- Coordinate communication with service providers in advance of each match day to ensure all operational needs are confirmed and delivered
- Ensure all required operational elements are in place before each match, including:
 - Field setup
 - Signage and branding
 - Tables, tents, and equipment
 - Spectator areas
 - Staff assignments
 - Safety and emergency procedures
- Develop and maintain game day checklists, schedules, and standard operating procedures
- Troubleshoot and respond to any operational issues that arise on game day
- Help create a positive and professional environment and experience for spectators, families, volunteers, staff, and visiting clubs
- Coordinate any fan engagement, hospitality, or special event elements that may take place on match day
- Complete post-game follow-up and evaluation to identify opportunities for improvement
- Work closely with club staff to ensure game day operations align with the club's standards and brand

Game Day Operations Skills & Qualifications

- Strong organizational and event management skills
- Excellent communication and relationship-building abilities
- Ability to manage multiple moving parts and deadlines simultaneously
- Strong leadership and problem-solving skills
- Ability to remain calm and decisive under pressure
- Comfortable coordinating staff, volunteers, and external partners
- Previous experience in event management, sport operations, customer service, or game day operations is considered an asset
- Availability to work evenings and weekends throughout the season is required
- Passion for sport, community, and creating positive experiences





Preferred Qualifications

- Experience working within a sports organization, community club, or event environment
- Experience supervising staff or volunteers
- Knowledge of soccer and/or Ontario soccer environments is considered an asset
- Valid driver's licence and access to reliable transportation is preferred

What We Are Looking For

We are looking for someone who:

- Takes pride in delivering an excellent member and spectator experience
- Is proactive, dependable, and highly organized
- Works well independently and as part of a team
- Communicates professionally and confidently
- Is willing to take initiative and solve problems
- Represents Waterloo United Soccer Club with professionalism, positivity, and care

Behaviour & Club Expectations

All Waterloo United staff are expected to:

- Demonstrate professionalism and positive behaviour at all times
- Treat campers, parents, volunteers, and fellow staff with respect
- Support a fun, safe, inclusive, and welcoming environment
- Represent Waterloo United positively within the community
- Work collaboratively as part of one club and one team

Conditions of Employment

- Legally eligible to work in Canada
- Successful completion of a Police Vulnerable Sector Check
- Ability to work in person at Waterloo United camp locations
- Valid G Driver's Licence is considered an asset

How to Apply

Please submit your application through the Waterloo United Job Application Form: [Click Here](#)

Please include your availability for the camp weeks listed above.

Waterloo United may use technology, including artificial intelligence tools, to assist with the screening and review of applications. All hiring decisions will continue to be made by club staff.

Waterloo United is committed to creating an inclusive and accessible hiring process. We thank all applicants for their interest; however, only those selected for an interview will be contacted.



