



POSITION: Hockey Operations Manager
STATUS: Full-time
REPORTS TO: President

SUMMARY:

The responsibilities of the Hockey Operations Manager are to oversee day-to-day operations, growth and well-being of the organization and of amateur hockey in Michigan. Duties include but are not limited to generating revenue via corporate sponsorships, marketing and branding of the Michigan Amateur Hockey Association, establishing and overseeing programs that increase hockey participation, managing and administering player safety and SafeSport issues, managing the overall communications plan of the organization, and any other duties as assigned by the President. This position requires the ability to travel, work evenings and weekends as required.

ESSENTIAL RESPONSIBILITIES:

1. Manage and Administer Player Safety & SafeSport Issues

- a. Take calls and respond to verbal and written reports from members or others regarding allegations of misconduct.
- b. Communicate to all relevant parties on progress and status of complaints, investigations, hearing procedures, appeals, and final resolutions.
- c. Track and maintain filing system for all SafeSport Reports in the program, investigations and outcomes following investigations, hearings or appeals.
- d. Communicate effectively and efficiently with members and volunteers via telephone and e-mail.
- e. Coordinate, oversee and/or monitor adherence to concussion policies and procedures as well as Michigan State laws.
- f. Coordinate, oversee and/or monitor status of background screening program for coaches, officials and volunteers.
- g. Be a resource for Affiliate and local programs on how to create and foster a positive player safety and SafeSport culture.
- h. Work with participants and parents to educate them about player safety issues and the SafeSport Program.
- i. Understand the complaint reporting procedures and structure within USA Hockey.
- j. Coordinate and help support disciplinary hearings to address alleged SafeSport violations, if and when necessary.
- k. Be familiar with the U.S. Center for SafeSport and reporting obligations under the Center.

2. Corporate partnerships

- a. Acquire new partners
- b. Create inventory of partner value
- c. Execute existing partnerships
- d. In collaboration with the State Tournament Committee, create partnership opportunities to support an enhance the player experience of our State Tournaments.
 - i. Manage merchandize (apparel)/souvenir operations.
 - ii. Establish relationship with each Tournament Director and assist them where and when needed.
 - iii. Issue press releases and work with other organizations (local media, etc.) to maximize positive coverage of the tournaments.

- 3. Develop and maintain a comprehensive communication plan. Manage designated resources for the execution of newsletter, website, social media and other communication media.**
- 4. As assigned, assist in planning, coordination and administration of Michigan Amateur Hockey programs such as:**
 - a. Try Hockey for Free
 - b. One Goal Grant Program
 - c. Player Safety Programs
 - d. Player Development Tryouts/Camps
- 5. As assigned, assist in planning, coordination and administration of Michigan Amateur Hockey events such as but not limited to the following:**
 - a. Annual Meetings
 - b. Development Workshops
 - c. State Tournaments
- 6. Respond to membership, and direct them as needed to appropriate resources within the organization**
- 7. Participate as a member of the Budget Committee and collaborate with the Treasurer to develop the proposed annual budget for areas that Hockey Operations Manager is involved in.**

QUALIFICATIONS:

- **Become a current registered member of USA Hockey.**
- **A sincere passion for hockey, especially hockey in Michigan**
- **Minimum Bachelor's degree in Business Administration, Marketing, Communication, Sports Management, Non-Profit Administration or other reasonably similar educational background.**
- **Experience in non-profit administration preferably with a sports marketing background desired.**
- **Excellent organizational, communication (oral and written), problem solving, listening and interpersonal skills.**
- **Efficient planner with a commitment to follow-through on tasks.**
- **Positive attitude and strong work ethic.**
- **Must be able to develop and maintain relationships with varied and diverse groups and individuals.**
- **Understand and maintain confidentiality on sensitive membership information and complaint details.**
- **Must be objective and compassionate.**
- **Must have applicable technology skills including computer/software, software and mobile communications.**
- **Must have valid driver's license**
- **Successfully pass background screen and complete SafeSport Training.**