

# Skate Tech – Holding Space for Your Greatness!

## Executive Assistant/Administration Lead

If you have **experienced** excellence, believe that you are a high performer and have no room in your life for mediocrity, we want you on our team.

If you believe that there is no one more cherished in this world than someone who lightens the load of another and assists them in elevating their performance, we want you on our team.

Our second to none development business, specifically designed to make people their best, is looking for a sports loving, inspired, high energy administrator to elevate our team of coaches to even more greatness. We need someone who looks for work, and who wants to work instead of just putting in time. Our company appreciates a person who is just as comfortable receiving a call at 6am about a flight delay, as they are attending a gala in the evening. We are not a 9-5 company. We are a dynamic, driven, customer centric company who strives to develop people not only into powerful skaters but into the people they always wished they could be. We help make dreams come true.

**Skate Tech is a group of affiliated companies. We provide services, education, equipment and training to elevate the performance of ice skaters, players and coaches.**

The three fully integrated businesses that currently make up the Skate Tech Group of Companies are ProSkate, Quantum Speed and Skating Success.

The uncompromising personal level of service that all three businesses aspire to deliver along with the new demands created by the integration process has created the space for a new teammate that has outstanding administrative, organizational and client facing skills.

The high energy executive assistant / lead administrator that we are looking for will provide coordinated services to the General Managers of each business along with periodic support to all members of the team. It is important that you are very well organized and adept at keeping the rest of the team equally well organized.

Program registration will be a core responsibility. More specifically we are looking for someone that is proficient at:

- **Customer Service:** you are as comfortable on the phone with the parent of an eight year old first time student as you are speaking with the president of the NHL or an Olympic hockey coach. You believe that internal customer service is as important as external customer service.

- **Customer Relationship Management:** this role will require your development, organization and leadership. You will also implement and maintain this system while working closely with the General Manager.
- **Office and Computer skills:** You will need to be as comfortable working from a smartphone or laptop at the rink as you are in a comfortable office environment. Phone skills and message taking are vital, and you should be very proficient in Microsoft computer skills, including AR and AP procedures with excellent typing and organizational skills. Spreadsheets, use of calendars, and planning ahead while providing solutions are skills that come naturally to you.

Starting salary for this position will be determined according to the specific set of performance attributes that you bring to the team. We believe that we will attract the perfect person that is willing to work within the salary range of \$20 to \$27 / hour. We are also willing to offer a performance based incentive program or a salaried position for the right candidate.

A series of behavioral based interviews will be conducted with three short list candidates. If this job description woke you up and inspired your inner administrative genius, we can't wait to hear from you!

Please contact Dan Peacocke at [dan@quantumspeed.ca](mailto:dan@quantumspeed.ca). Thank you.