Coaching Association of Canada
Association canadienne des entraîneurs

## MANAGER, PARTNER SERVICES AND PROJECTS

| | |
|---|---|
| STATUS | Permanent Full-Time |
| REPORTING TO | Executive Director, Programs & Partnerships |
| LOCATION | Ottawa, ON<br>• The CAC operates a hybrid work model with 2 remote days per week. |
| SCHEDULE | 40 hours per week, Monday to Friday<br>• The incumbent will be required to complete 8-hour shifts within the hours of 7h00 to 18h00, with consideration given to accommodation requirements. |
| COMPENSATION | $60,000 - $68,000 |

## POSITION SUMMARY

Reporting to a senior member of the Programs and Partnerships division, the Manager, Partner Services and Projects ensures quality service delivery to internal and external partners through effective management of the Coach and Partner Services (CPS) team, while providing operational leadership, execution, and strategic alignment to key projects that support the organization's strategic imperatives and mission.

Language Requirement: Proficiency in both official languages (English and French) is an asset for this position, including oral and written communication. Preference will be given to bilingual candidates.

Applicants must be physically located and legally authorized to work in Canada.

We encourage you to apply even if you do not meet every requirement of the job as described. We know talented people may not check every box and we recognize that skills and experience can be developed in many ways. We are interested in learning how your background, strengths, and motivation might contribute to this role and our organization.

## CORE DUTIES & RESPONSIBILITIES

**Project Management (60%)**

- Work collaboratively with business owners to define project requirements (roles, responsibilities, scope, objectives, deliverables, risks, and timelines).
- Manage the complete project lifecycle for assigned projects, including oversight of timelines, budgets, and interested party engagement.
- Utilize project management tools, templates, and processes, with guidance from the Project Management Office as needed.
- Hold regular meetings with business owners and project teams to monitor progress and provide status updates.
- Monitor projects for issues and opportunities and adjust project plans accordingly.
- Lead debrief processes and reporting upon completion of projects.
- Ensure proper accounting, documentation, and file management for assigned projects.

**Coach & Partner Services Management (40%)**

- Define and oversee operational processes and standards to ensure quality service delivery to the coaching community.
- Identify and implement strategies to improve quality of service and productivity.
- Administer customer support tools and software (Freshdesk, Freddy AI) and analyze system performance and results.
- Develop and maintain processes to triage internal requests for CPS support.
- Manage and allocate CPS staff resources to support internal projects, committees, and initiatives.
- Manage the complaints escalation process and support resolution as needed.

**People Management**

- Understand and apply corporate policies and procedures, ensuring team member compliance with organizational requirements.
- Align individual contributions with team and organizational priorities.
- Hold regular check-ins to discuss goals, progress, and development.
- Participate in formal and informal performance management processes, providing timely feedback and supporting performance improvement, with support from senior management or HR as needed.
- Create a positive, respectful, and rewarding team environment.

## REQUIRED KNOWLEDGE, SKILLS, ABILITIES, & OTHER COMPETENCIES

The following knowledge, skills, abilities, and other factors, gained through work experience, education, or a combination thereof, are essential for success in the role.

**These core competencies** are behavioural expressions of the **CAC's aspirational values**. All current and prospective employees should demonstrate the ability or potential to perform in these areas.

Functional and Job-Specific Competencies

- Project management: the ability to plan, initiate, execute, control, and close the work required to achieve specific goals. Demonstrated project management experience is essential for the role.
- Resource management: adept at identifying and allocating resource requirements (human, financial, time) to meet project deliverables.
- Interested party engagement: adept at ensuring relevant parties are informed and involved in conversations and decisions that affect them.
- Meeting coordination and facilitation: the ability to organize, host, and effectively lead meetings to ensure outcomes/objectives are achieved.
- Process optimization: the ability to develop, implement, oversee, analyze, and improve processes for efficiency and alignment with organizational objectives.
- Data insights: the ability to gather, assess, and interpret data to inform improvements to products, services, or strategies.
- Performance metrics: adept at monitoring and measuring the effectiveness of processes, strategies, and tactics.
- Customer support: the ability to provide assistance and/or information to resolve customer issues or inquires.
- Motivational leadership: the ability to encourage others to take action or persist in a task.
- Experience with Freshdesk or other customer service ticketing systems would be considered an asset.

## WORK ENVIRONMENT AND BENEFITS

- Comprehensive group health benefits and EFAP after probationary period.
- Employer-matched RSP after two years of employment.
- 15 vacation days, 12 sick days, 1 personal day, plus four remote work weeks per year.
- Robust employee recognition program and regular staff events.
- All employees have a dedicated workspace within a shared office environment.

The CAC is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, color, ethnic origin, citizenship, creed, gender identity, sexual orientation, record of offences, age, marital status, family status or disability.

## APPLICATION INFORMATION

Please send your resume and cover letter by midnight on Sunday, September 20th, 2026, to hr@coach.ca.
Subject: Manager, Partner Services and Projects

All applications are reviewed by humans; only those selected for an interview will be contacted.

For shortlisted candidates, the standard selection process may include:

- Pre-screening call with HR or the hiring manager to validate application details and alignment with the open position.
- Situational pre-screening task to assess job-specific skill(s).
- Interview with a hiring panel, typically composed of the hiring manager, HR representative, and cross-departmental colleague.
- Follow-up call with department director or other relevant team member(s).
- Reference checks.

Please contact hr@coach.ca to request accommodations throughout the application and selection process.