Position: Business Operations Manager

Reports to: President, Niagara River Lions

Location: Thorold, Ontario

Job Type: Permanent, Full-time, Salary

Overview:
The Business Operations Manager will support the day-to-day operational functions of the organization, with a focus on community relations, partnership fulfillment, event execution, retail and merchandise operations, game-day logistics, and administrative support. This role plays an important part in ensuring operational activities are organized, executed efficiently, and aligned with organizational objectives.
The ideal candidate is highly organized, detail-oriented, and passionate about sports and community engagement. Working closely with multiple departments, the Business Operations Manager will assist in delivering exceptional fan experiences, supporting sponsor activations, coordinating events, and maintaining operational processes both on and off the court.

Key Responsibilities:

Community Relations
- Coordinate community engagement initiatives, including youth basketball clinics, school visits, charity events, and player appearances.
- Assist in scheduling and executing community programs and outreach opportunities.
- Maintain relationships with community groups, schools, non-profit organizations, and local partners.
- Track participation, collect event information, and prepare reports on community activities.
- Support the implementation of community engagement strategies and initiatives.

Partnership Fulfillment
- Coordinate the execution of sponsorship deliverables and assist in fulfilling contractual obligations.
- Track partnership assets and maintain fulfillment schedules to ensure commitments are met.
- Assist with sponsor communications regarding upcoming activations, events, and opportunities.
- Support game-day and event sponsorship activations.
- Maintain partnership records and prepare fulfillment recap reports as required.

Game Day & Event Operations
- Assist with the planning and execution of game-day operations and special events.
- Coordinate logistics including setup, teardown, staffing, volunteers, hospitality areas, merchandise locations, and sponsor activations.
- Support game-day staff and volunteers by providing direction and resources as needed.
- Serve as a point of contact for operational needs before, during, and after events.
- Assist in coordinating business and community events including season ticket holder events, youth programs, sponsor events, and fan engagement initiatives.

Retail & Merchandise

- Assist with merchandise ordering, inventory tracking, and stock management.
- Coordinate merchandise deliveries and maintain organized inventory records.
- Support retail operations during games, events, and online sales initiatives.
- Assist with merchandise displays and promotional initiatives.
- Track complimentary merchandise distribution and maintain inventory accuracy.

Administrative Support

- Maintain operational records, databases, and documentation.
- Assist with scheduling meetings, preparing reports, and coordinating internal communications.
- Assist with the planning, coordination and logistics of team travel, including transportation, accommodations, itineraries and related arrangements for players and staff throughout the season
- Provide administrative and logistical support to basketball operations, including coordinating practice schedules, securing practice facilities and managing facility bookings
- Support vendor and partner communications as required.
- Assist with budget tracking, invoice processing, and expense documentation.
- Identify opportunities to improve operational efficiency and support implementation of process improvements.
- Provide administrative support to the President and other departments as required.
- Other duties as assigned.

How to Apply:

Applicants can forward their resume and to jobs@riverlions.ca with the subject line, “Business Operations Manager”.

We thank all applicants, however only those who are selected for an interview will be contacted.

The NBG is an equal opportunity employer and welcomes all qualified applicants. We are committed to fostering an inclusive, equitable, and accessible workplace where every team member feels valued, respected, and supported, and the opportunity to reach their full potential.