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WE'RE HIRING! AAC ADMINISTRATION SPECIALIST

Do you love helping people, finding solutions and making sure members feel supported and valued?

The AAC is looking for a friendly, organized and service-focused **AAC Administration Specialist** who enjoys working with people and wants to make a positive difference in our dog agility community.

At the heart of this role is **great member service**. You'll be a key point of contact for members, competitors, clubs, judges and volunteers—answering questions, solving problems, providing guidance and helping people navigate AAC rules, memberships and trial processes.

We're looking for someone who:

- Enjoys helping people and providing friendly, responsive customer service.
- Is highly organized, detail-oriented and able to manage multiple priorities and deadlines.
- Has strong communication skills and enjoys finding solutions.
- Is comfortable with technology, including Google applications, Microsoft 365 and online databases.
- Can work independently, maintain accurate records and follow established rules and procedures.
- Has an interest in dog agility and the AAC community.

Experience as an agility competitor, trial secretary, scorekeeper, judge, club administrator or volunteer is a great asset!

If you're someone who takes pride in being helpful, dependable and organized, and enjoys making things easier for others, we'd love to hear from you!

APPLICATION DEADLINE: DECEMBER 11, 2026

To apply: Please send your **resume and cover letter** to:

info@aac.ca

Help us continue building a welcoming, supportive and connected agility community!

Please share with anyone who might be a great fit!

AAC Administration Specialist

Agility Association of Canada (AAC)

Position type	Full-time, permanent
Work arrangement	Remote within Canada
Reports to	Managing Director
Primary focus	Operations, customer service and administration

Position Overview

Reporting to the Managing Director, the AAC Administration Specialist is the AAC's primary customer service and administrative contact. The role responds to member and competitor inquiries, manages memberships, oversees dog and trial records, assists clubs with trial applications and inspections and other AAC member services. The successful candidate is thorough, friendly, organized and confident applying AAC rules and procedures.

Key Responsibilities

Customer Service and Rules Support

- Respond to member, competitor, club, judge and public inquiries in a timely, friendly and accurate manner.
- Explain routine AAC rules, forms and processes using the current rulebook and approved procedures.
- Troubleshoot account, registration, submission and record issues and follow them through to resolution.
- Escalate formal rule interpretations, disciplinary matters, appeals, privacy concerns and policy questions to the Managing Director or appropriate AAC authority.
- Support the Disciplinary and Appeals Committee with confidential information management.

Membership and Records

- Process and maintain individual and club memberships, renewals and contact information.
- Maintain accurate member, club, judge, Junior Handler and dog records, including Dog IDs, categories, levels, qualifying scores, titles and awards through the AAC's technology platform.
- Validate data, correct authorized errors and maintain secure, organized and audit-ready records.

Trial Applications and Approvals

- Review and process applications for AAC-sanctioned trials and approved special events.
- Confirm applications are complete and meet membership, deadline, judge, class, site and equipment requirements.
- Coordinate corrections with trial hosts, Regional Directors, inspectors and judges, and maintain the official trial calendar and approval records.
- Issue trial approval communications and provide required post-trial forms and deadlines.

Trial Results and Competition Records

- Receive and review electronic trial reports, results, fee statements, competitor lists, measurement forms and incident reports for completeness.
- Validate dog and handler IDs, classes, levels, categories, jump heights and judges, and resolve discrepancies with the appropriate contact.
- Enter or import approved results and maintain qualifying scores, titles, awards and championship qualifier lists through the AAC's technology platform.
- Monitor submission and payment deadlines, follow up on incomplete or late packages, and maintain required records.
- Work with Managing Director to identify and implement process improvements

Dog Identification and Measurements

- Process Dog ID applications and replacements and maintain accurate dog information.
- Record official measurements, temporary measurement status and final Regular jump heights from completed forms.
- Identify incomplete or conflicting measurement records and coordinate remeasurement requirements with the appropriate AAC officials.

Equipment and Trial Site Inspections

- Assist clubs and inspectors with equipment and trial site inspections.
- Maintain records of approved trial sites, equipment sets, inspectors, inspection dates and renewal dates.
- Confirm inspection forms are complete, submitted by an authorized inspector and on file before trial approval.
- Follow up on missing, incomplete or expiring inspections and refer technical or safety disputes to the appropriate AAC authority.

Incident and Administrative Support

- Receive, log, safeguard and distribute Trial/Incident Reports and supporting documents without making findings.
- Maintain organized digital files, correspondence, forms, templates, approved judge lists, Board motions and other operational records.
- Support website and database updates, routine reporting, committee coordination and projects assigned by the Managing Director.
- Provide backup for essential administrative functions and help improve AAC processes, systems and member service.

Qualifications and Experience

Required

- High school diploma required
- Experience in administration, registration, membership services, records management or customer-facing operations.
- Excellent written and verbal communication skills with a friendly, calm and solutions-focused approach.
- Working knowledge of AAC rules, classes, categories, levels, titles, trial administration and dog measurement requirements.
- Strong attention to detail, judgment, discretion and follow-through.
- Ability to read, apply and explain detailed rules and procedures consistently and recognize when escalation is required.
- Proficiency with Google applications, Microsoft 365 and web-based databases, and the ability to work independently in a remote environment.
- Ability to manage competing priorities and deadline-driven work while collaborating with staff and volunteers.

Strong Assets

- Experience as an agility competitor, trial secretary, scorekeeper, judge, club administrator or volunteer.
- Experience with results processing, data validation, membership databases, websites or process documentation.
- Bilingual English and French communication skills.

Core Competencies

Service Friendly and responsive	**Accuracy** Thorough and precise	**Rules** Knowledgeable and consistent	**Ownership** Reliable follow-through
Judgment Resolves or escalates	**Organization** Manages deadlines	**Communication** Clear and practical	**Improvement** Finds better ways

Working Arrangement

- Full-time, permanent, remote position based in Canada.
- Flexible scheduling may be required for operational deadlines and occasional evening or weekend needs.
- The employee must maintain a suitable computer, reliable internet access and a confidential workspace.
- Employment is subject to AAC policies, performance expectations and the employment agreement.