



Position Description

Coordinator, Membership Services & National Teams

Organization Overview

USA Racquetball (USAR), founded in 1969, is recognized by the U.S. Olympic Committee as the National Governing Body for the sport. The organization, which serves more than 14,000 members, annually conducts six National Championships for players of all ages and skill levels. The organization also organizes the Adult and Junior U.S. National Racquetball Teams, oversees the Official Rules of Racquetball, administers National Player Rankings, manages a college scholarship program, and supports the introduction of new players to the sport.

Position Overview

As an organization of individual members, the Coordinator, Membership Services plays a vital role in serving our most important constituents. Providing friendly and efficient service to USAR individual members, event directors and facility partners is the staff member's main function. The staff member also supports U.S. Team Committee, Team Leaders and Head Coaches in the administration of the U.S. National and U.S. Junior National Teams.

Responsibilities

Individual Membership Services

- Serve USAR individual member needs relative to enrollment, renewal, on-line profile access, tournament registration, and event sanctioning
- Answer phones and intake mail in support of member needs
- Conduct membership research
- Attend certain USAR championships to coordinate registration and/or other on-site member needs

Facility Partner Services

- Serve USAR Facility Partner needs relative to enrollment, renewal, on-line profile access, data updates and general fulfillment

Event Director Services

- Serve USAR sanctioned Event Director needs relative to event sanctioning, membership purchase, rankings submission, and on-line event management assistance

National Teams Administration

- Maintain up to date National Team player handbooks and agreements
- Ensure complete contract paperwork is properly executed and on file
- Request reimbursement of National Team player championship entry fees when appropriate
- Procure and manage the acquisition of international travel insurance for National Team delegations traveling outside of the United States
- Work with the USOC to properly enroll Team Members receiving Elite Athlete Health Insurance -Track and summarize the U.S. National Team qualification process
- Ensure that International competition entry fees are paid and travel logistics are properly prepared for
- Coordinate the Junior National Team Training Camp

Other duties as assigned

Required Skills

- Customer service mindset, gains high level of satisfaction from assisting others
- Knowledge of standard office practices and procedures, including computers and software applications, sufficient to process various types of paper work
- Strong telephone skills
- Solid oral and written communications skills
- Strong attention to detail
- Desire to work collaboratively in a team environment, strong interpersonal and teamwork skills
- Ability to multi-task
- Ability to set work priorities, manage own time, monitor progress, and deal with stress effectively
- Ability to adapt quickly to changes in work priorities and needs

Desired Skills

- Excel and data analysis proficiency
- Customer service experience
- Relational database management experience

Reporting Relationships

Reports to Executive Director and provides significant support to Manager, Membership & Marketing and Manager, Instruction & Competition.

Key Relationships

USAR members, sanctioned event directors, facility partner staff, volunteers, staff, contractors, and vendors, National Team members, coaches and Team Leaders.

Physical/Travel Requirements

General office work environment. Must be willing and able to travel, primarily to USAR championships, approximately six weeks per year. Weekend travel will be required.

Compensation/Benefits

This is a full-time exempt, position located out of the Colorado Springs headquarters. No relocation expenses will be covered. Working a minimum of 40 hours per week is expected, including core hours of 9:00 am to 4:00 pm Monday through Friday. Full benefit package to be provided to include; health, dental, life insurance, and 403(b), as well as sick, vacation and holiday pay. Salary is commensurate with experience and expected to consist of an annual salary between \$30,000 - \$35,000.

Application Process

Please send a resume and brief cover letter describing your interest in and fit for the position with Coordinator, Membership Services and National Teams in the subject line to bpyle@usra.org. Position will remain open until filled with applications being accepted as long as the position is posted at www.USARacquetball.com.