



Coordinator, Membership Development

U.S. Figure Skating, the National Governing Body for the sport of figure skating, located in Colorado Springs, Colorado, is accepting applications for the position of Coordinator, Membership Development focused on Learn to Skate USA. U.S. Figure Skating is a member of the United States Olympic and Paralympic Committee (USOPC) and the International Skating Union (ISU).

The mission of Learn to Skate USA is to provide a fun and positive experience that will instill a lifelong love of skating. There are currently over 1,000 registered skating programs across the country and growing.

U.S. Figure Skating is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, gender, gender identity or expression, sexual orientation, age, disability, or any other status or characteristic protected by law or regulation. We are committed to building and sustaining a diverse team by maintaining hiring and recruiting processes that are free from bias.

Duties & Responsibilities:

- Assists with the growth and development of Learn to Skate USA
- Maintains strong working relationships with program directors and members to encourage their participation in Learn to Skate USA. This will include frequent contact through phone, e-mail and official communications.
- Provides excellent customer service and support to registered program directors, instructors, parents and members
- Process member registrations including billing/refunds, printing and mailing materials.
- Maintains accurate membership databases and program records. Creates weekly, monthly and annual membership reports.
- Updates forms and documents for the website and management system.
- Maintains an inventory of program related materials
- Supports the Membership Development staff and their outreach efforts for membership growth.
- Cross train with other member services staff to support entire department as needed.
- Perform other duties as required or requested not specifically listed in this description

Qualifications:

- Applicant must hold a high school diploma or equivalent.
- Applicant must have excellent written and verbal communication skills.
- Excellent customer service experience and conflict resolution is required.
- Experience in Microsoft Office products is essential.

- Skating knowledge is preferred.
- Experience with a Learn to Skate USA program preferred.

Location: Colorado Springs, CO (Hybrid)
U.S. Figure Skating has a flexible work environment. Employees are required to work from the office three days per week; additional temporary remote opportunities exist throughout the year based on the organization's business operations.

Classification: Non-Exempt Employee

Reporting Requirement: Reports to Senior Manager, Membership Development

Compensation: \$20.00-\$22.50 per hour

Application: Send cover letter, resume, and three industry references to:
Susie Wehrli McLaughlin, Senior Director, Membership
swehrli@usfigureskating.org

Please note telephone calls will NOT be accepted.

Review of applications will begin immediately.
Applications will be accepted until this position is filled.