

U.S. FIGURE SKATING

U.S. Figure Skating, the National Governing Body (NGB) for the sport of figure skating, located in Colorado Springs, Colorado. U.S. Figure Skating is a member of the United States Olympic and Paralympic Committee (USOPC) and the International Skating Union (ISU).

POSITION DESCRIPTION

U.S. Figure Skating is seeking a Director of Membership Operations to support the daily functions and long-term goals of the Membership Division. This role works closely with the Senior Director of Membership to coordinate division-wide projects, streamline internal operations, and support communication and planning across the departments of the Membership Division. This person will ensure projects are delivered on time and on budget. This person will lead cross-departmental initiatives, manage teams, and drive accountability, but also roll up their sleeves when needed to make sure work gets done. A background in operations or project coordination is essential, as well as a deep familiarity with U.S. Figure Skating membership structure and programs is preferred.

KEY RESPONSIBILITIES

- Create and maintain a master calendar for the division, including project deadlines, program timelines, and events.
- Oversee the planning, execution, and tracking of major membership division projects.
- Build and refine workflows, processes, and systems that make the membership function more efficient, scalable, and reliable.
- Take the lead on setting up and maintaining file systems in SharePoint.
- Support internal communications by sharing reminders, updates, and key documents with staff.
- Partner with departments such as marketing, communications, events, high performance, and partnerships to develop and execute membership strategies that elevate programs and initiatives, ensuring they are supported effectively and aligned with the strategic plan.
- Collaborate with membership and other internal departments to review and track data, set clear goals, and use data to shape smarter decisions.
- Manage membership budgets, ensuring resources are allocated effectively and tracked accurately.
- Turn ideas and direction into clear priorities, making sure time and resources are focused on the projects that will best support both current members and membership growth.

QUALIFICATIONS

- Bachelor's degree in business, nonprofit management, sports management, or related field.
- 7+ years of experience in operations, project coordination, or membership management.
- Strong knowledge of Office 365, especially Outlook, Excel, SharePoint, and Teams.
- Strong project management skills with the ability to lead multiple initiatives simultaneously and deliver on deadlines.
- Excellent written, verbal, and presentation skills.
- Ability to work collaboratively across departments and with external partners.



PREFERRED QUALIFICATIONS

- Experience working in a membership-based or nonprofit organization.
- Familiarity with U.S. Figure Skating club and membership structure and programming.

LOCATION

Colorado Springs, Colorado (Hybrid)

U.S. Figure Skating has a flexible work environment. This position is required to work in the office 4 days per week. Remote work will not be considered for this role.

COMPENSATION

\$80,000-\$100,000

CLASSIFICATION

Full-Time, Exempt

REPORTING REQUIREMENT

Reporting to the Senior Director of Membership

APPLICATION

Please send letter of application and resume to:
Marlene Heck, Human Resources Coordinator
mheck@usfigureskating.org

U.S. Figure Skating is an Equal Opportunity Employer and does not discriminate based on 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.