

Program Manager, Membership Division



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

This role manages the administration and nationwide delivery of Learn to Skate USA, providing leadership to skating programs across the country and building strong, lasting member relationships. The position also plays an active role in shaping and advancing U.S. Figure Skating initiatives such as Aspire, School Programs, and Theatrical Skating. The ideal candidate is a proactive leader, strategic thinker, and problem-solver with deep knowledge of U.S. Figure Skating programs and organizational structure.

KEY RESPONSIBILITIES INCLUDE

- Lead the overall management and administration of Learn to Skate USA, serving as the primary program contact nationwide.
- Develop and update program materials, policies and resources to support consistent implementation for Learn to Skate USA and Compete USA.
- Design and deliver onboarding, training, and support for skating directors to drive program growth, quality standards, and participant retention.
- Support planning and execution of membership campaigns, such as SkateFest and National Skating Month.
- Oversee inventory and distribution of promotional and program materials, ensuring efficiency, accuracy, and timely delivery.
- Manage program director recognition efforts and division awards to strengthen engagement and appreciation of leaders across the skating community.
- Provide administrative and logistical support across all areas of the Membership Division, including meetings, coordinating travel and special projects.
- Deliver responsive and solution-oriented support to skating directors, instructors, and members, fostering strong relationships across the community.
- Contribute to the success and expansion of additional U.S. Figure Skating programs, including:
 - Aspire Program
 - High School and Collegiate Programs
 - Excel Program
 - Theatre on Ice and Showcase
 - Solo Dance

QUALIFICATIONS

- At least five years proven experience in one of the following roles:
 - Successful experience directing or managing a Learn to Skate USA program with measurable success in growth, retention, and advancement of participants.

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- Supporting the membership division or equivalent department of a National Governing Body (NGB), sports association, or other non-profit or for-profit organization.
- Deep familiarity with U.S. Figure Skating programs and structure is strongly preferred.
- Proficient in Microsoft Office Suite; experience with membership databases.

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

\$65,000-\$85,000

CLASSIFICATION

Full-Time, Exempt

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.