



U.S. Figure Skating Intern, Product Support

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

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.

Responsibilities Include: The Intern, Product Support is responsible for the completion of the tasks listed below. Emphasis will be placed on ability to work in a team environment, balance multiple projects and deadlines, accuracy, attention to detail, timeliness, and professionalism.

Qualifications:

- Currently enrolled in an accredited college
- Ability to stay calm when customers are upset, stressed, or frustrated
- Experience working with customer support and detail oriented
- Self-motivated, willing to learn, and interested in working in a team environment
- Excellent presentation and writing skills
- Previous internship/co-op experience, leadership & teamwork capabilities, and activities (professional/community/extracurricular)
- Figure Skating experience is a plus
- Current U.S. Figure Skating membership preferred
- Recommendation from a Skating Club President or Skating Team Manager preferred

Classification: Intern, No Employee Benefits

Reporting Requirement: Reports to the Manager, Product Support

Pay: \$1,500 monthly stipend

Application: Send cover letter, resume, and three references:
Cassy Papajohn
U.S. Figure Skating 20 First St.
Colorado Springs, CO 80906

cpapajohn@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. Applicants must be authorized to work in the United States. USFSA will not consider candidates who require sponsorship for a work authorized Visa, nor will we sponsor a work-authorized Visa in the future.

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Intern, Product Support
Description of Responsibilities**

Duties and responsibilities include, but are not limited to, the following:

1. Maintain a positive, empathetic, and professional attitude toward customers at all times
2. Respond promptly to customer inquiries
3. Communicate with customers through various channels
4. Acknowledge and resolve customer complaints and inquiries as received through incoming calls or web submission for U.S. Figure Skating customized applications including, but not limited to, Membership Management System (MMS), Event Management System (EMS), Learn to Skate USA (LTS)
5. Know U.S. Figure Skating product offerings inside and out so you can answer questions
6. Keep record of customer interactions, transactions, comments, and concerns
7. Provide answers to customer by identifying problems, researching issue resolutions, guiding customer through corrective steps, and advising on solutions
8. Ensure customer satisfaction and provide professional customer support
9. Follow customer support procedures to assist managing tickets being submitted by end-users
10. Assist Clubs or Local Organizing Committees (LOCs) through the competition process using EMS providing training, support, and best practices through communication touchpoints
11. Assist customers and / or USFS employees training on MMS, EMS, and LTS by scheduling and setting up webinars and seminars
12. Log defects and assist triaging the defects by following established procedures and protocols
13. Identify common trends or issues to underlying problems; request product enhancements
14. Assist QA Engineer in testing new features, functionalities, and defect resolutions against defined User Stories and Accept Criteria
15. Assist in documenting resource items to include, but not limited to, customer references, common use cases, and wireframes
16. Assist release management by conducting smoke testing as a Post Go-Live QA mechanism from customer support perspective