



Member Services Specialist

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 Member Services Specialist. U.S. Figure Skating is a member of the United States Olympic & Paralympic Committee (USOPC) and the International Skating Union (ISU).

The Member Services Specialist is responsible for providing overall support to U.S. Figure Skating members, figure skating clubs and skating programs. This involves customer service via phone/email/mail, processing memberships for all membership categories and interacting with the members to assist them with their needs. Other duties include collaborating with other departments with projects that involve member relations and maintaining member records and compliance. This position will also assist with system testing and sharing enhancement requests to development team and product support.

Specific responsibilities include:

1. Customer service, member relations and club development:
 - Assist with all membership related inquiries, club management, coaches, instructors and volunteers
 - Special projects and mailings
 - Prepare clubs for new season with new season checklists and provide resources for club management (presentations, e-blasts and documents)
 - Generate insurance certificates for clubs and programs as needed
2. Processing memberships/renewals daily for all membership categories:
 - Tracking new club and program applications
 - Update member profiles with current contact/demographic information
 - Merge and consolidate duplicate accounts to insure accurate data
3. Tests:
 - Data entry of tests submitted by clubs
 - Print certificates for tests passed every month
 - Input test sessions and send to web department to update online
 - Test recognitions for skaters sent to schools for club banquets
4. SKATING Magazine:
 - Process subscriptions, renewals and sending any missing issues for subscribers
5. Approves performance sanctions submitted by clubs, interclubs and collegiate clubs
6. Governing Council support with registering delegates and proxies; onsite registration

7. Member Compliance
 - Updating and verifying compliance for members, coaches, instructors, volunteers and officials, test partners and club officers
8. Reports
 - Pulls membership reports for clubs when requested
 - Run reports as needed for other departments
9. System enhancements
 - Meet with Product Support department biweekly to discuss current bugs/system errors and make recommendation on priority
 - Attend bi-weekly sprint meetings to give feedback on member experience
 - Create and submit enhancements for Members Only website and Phoenix database
10. National Skating Month
 - Design order form for largest membership campaign
 - Assist with packing kits
 - Support marketing department with planning and executing throughout process

Qualifications: The applicant must have highly developed organizational skills; is able to work on multiple projects simultaneously and meet deadlines; and has excellent verbal communication skills. Must be a team player, enjoy working in a team atmosphere and can maintain a positive attitude when communicating with members. College degree or equivalent is preferred, customer service experience and data entry experience including 10-key by touch is required. Must have experience in Microsoft Office products and windows-based applications. Familiarity with standard electronic office machines (phones, copiers) is a must.

Classification: Non-Exempt Employee

Reporting Requirement: Reports directly to the Senior Director, Membership

Salary Range: \$15 - \$17 per hour
Commensurate with experience

Application: Send your cover letter, three references and your resume to Susi Wehrli McLaughlin by email to swehrli@usfigureskating.org.

Applications will be accepted until position is filled. Incomplete applications will not be considered. Resumes should be submitted as Adobe PDF or MS Word attachments.