



USA ARCHERY

POSITION TITLE: Membership Services Specialist

REPORTS TO: Outreach Director

POSITION SUMMARY

The Membership Services Specialist is responsible for providing excellent customer service support to USA Archery members, clubs, coaches, and judges.

ESSENTIAL FUNCTIONS:

- Provides excellent customer service to USA Archery current and potential members, program and club leaders, coaches and judges via phone and Zen Desk email inquiries
- Provides USA Archery member account assistance for purchases, renewals, instructor, coach and judge education course registrations, event registrations, member dashboard and general benefits
- Processes individual and club memberships, collegiate and other eligibility applications
- Approves and processes certificate of insurance requests
- Distributes club welcome kits, Olympian Awards, World Archery STAR Awards, World Records and other awards
- Manages logistics and represents USA Archery at trade shows, conferences, and other events
- Manages USA Archery's e-commerce customer service to include order approvals, product inventory, and returns
- Assists with event coverage and compliance requirements at USA Archery's JOAD National Target and Outdoor Target Nationals events
- Provides USA Archery dashboard updates monthly

GENERAL DUTIES:

- Provides administrative assistance to the Outreach Director
- Orders and distributes marketing materials
- Fields general email, mail and phone call inquiries
- Assists with form and policy revisions
- Maintains historical records
- Other duties as assigned

TOOLS/EQUIPMENT:

- Standard Office Equipment

TRAVEL:

- Minimal Travel Required

CONDITIONS:

- Office environment in Colorado Springs

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Sport Administration or Business Administration preferred
- Two years' experience providing administrative customer service
- MS Office proficiency
- Adobe Pro proficiency
- Database proficiency
- Excellent customer service skills
- Excellent written and communication skills
- Must demonstrate strong organizational skills and attention to detail
- Proven ability to manage multiple projects and priorities

POSITION REPORTS TO: OUTREACH DIRECTOR

COMPENSATION: \$17.50 per hour to \$21.63 per hour depending on applicant's qualifications and experience. This position is non-exempt.

Benefits Offered

- Paid vacation, personal and sick time
- 11 paid holidays per year
- Comprehensive benefits package (medical, dental, vision, life insurance)
- Simple IRA plan upon meeting participation requirements with employer match

Please send resumes and cover letters to: cgrieser@usarchery.org

Deadline: November 19, 2021

We do not discriminate on the basis of race, religion, national origin, gender, sexual orientation, age, handicap, or veteran status. All qualified applicants will be given equal opportunity. Selection decisions are based on job-related factors.