



U. S. Figure Skating

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 Committee (USOC), and the International Skating Union (ISU).

Responsibilities Include: Responsibilities include, but are not limited to the following: customer service; processing membership for Individual members, Friends of Figure Skating, Collegiate and School-Affiliated Clubs, Synchronized Teams, Theatre on Ice Teams, SKATING magazine subscriptions, test certificates, event registration and member compliance.

Qualifications: Applicant must hold at least a high school diploma and have a minimum of 4 years customer service experience and 2 years data entry experience including 10-key by touch. The applicant must have highly developed organization skills; have the ability to work on multiple projects simultaneously and meet deadlines; have excellent written and verbal communication skills. Must be a team player and enjoy working in a team atmosphere. Must have experience in Microsoft Office products and windows-based applications. Speed and accuracy are essential. See attached duties.

Classification: Non-Exempt Employee

Reporting Requirement: Reports directly to the Senior Director, Membership

Salary: Commensurate with experience

Application: Send your cover letter, three references, and your resume 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. **No phone calls for employment will be accepted.**

Member Services Specialist Membership

Responsibilities include:

Member Service Specialists are responsible for providing customer service via phone/email/mail; processing/renewing memberships for clubs and individual members, Friends of Figure Skating, Collegiate and School-Affiliated clubs, Theatre on Ice, and Governing Council registration; processing skating magazine subscriptions/renewals, and any requests for missing issues. Maintaining skater's records with test, requests for test verification, and follow up with clubs with any issues with testing.

Duties:

1. Customer Service/Member Relations:
 - Assist with membership related inquiries, club management, coaches, athletes and parents
 - Special projects, mailings and filing
 - Print labels for clubs or individual members
2. Processing memberships/renewals for:
 - Individual members and member clubs
 - Friends of Figure Skating
 - Collegiate and School- Affiliated Clubs, & Theatre on Ice Teams processing their club dues, and sending Certificates of good standing.
 - Tracking new club applications
3. Tests:
 - Data Entry of tests submitted by clubs, and contacting the clubs about test problems
 - Print certificates for tests passed every month
 - Input test sessions and send to Web department to update online
 - Test verifications
 - Test Recognitions for skaters sent to schools for club banquets.
4. Skating Magazine:
 - Process subscriptions, renewals, and resending any missing issues for subscribers.
5. Sanctions:
 - Troubleshoot for clubs submitting events
6. Governing Council support with registering delegates and proxies; onsite registration
7. Events and Competitions:
 - Assist Events department with processing event registrations
 - Troubleshoot music and planned program content sheets
8. Member Compliance
 - Updating and verifying compliance for members, coaches, instructors, volunteers and officials, test partners and club officers
9. Assist with Learn to Skate USA, as needed