



ATHLETE SERVICES MANAGER

Race Day Events is looking for a master multi-tasker with excellent communication skills and an upbeat attitude to provide top level customer service to our event participants and event partners.

About Race Day Events

Race Day Events is an industry leader in event production and endurance sport timing. Race Day Events manages the registration for over 28 events per year and uses industry leading RunSignUp registration platform.

The Position

We are hiring an Athlete Services Manager at our Fitchburg, WI office. The right candidate will be passionate about the industry, detail-oriented, computer & technology savvy and should be comfortable in a fast-paced and sometimes stressful environment. This is a salaried position commensurate with experience.

Responsibilities:

Office-Based:

- Answer participant questions about events through phone, email and in-person
- Build and manage participant registrations using the RunSignUp platform
- Oversee post-race athlete communications and needs
- Manage and purchase office supplies as needed

Event-Based:

- Prepare Packet Pick Up and awards distribution at events
- Train and supervise registration staff and/or volunteers

Qualifications:

- Excellent communication skills, written and verbal
- Must possess high attention to detail
- Must be a self-starter with the ability to work both independently and as part of a team
- Must be highly organized and able to manage multiple projects, specifically when under pressure
- Familiarity with the running/triathlon industry is a plus
- Ability to quickly troubleshoot problems
- Ability to lift up to 40 pounds
- Ability to work out of our Fitchburg, WI office.
- Must have a valid driver's license and a clean driving record

Please email cover letter and resume to Race Day Events: work@racedayevents.com