Title: Membership Coordinator
Reports to: Director of Member Services & Referee Programs
Posting Date: June 8, 2022
Location: Remote/must be willing to travel

USRowing is a nonprofit organization recognized by the United States Olympic and Paralympic Committee as the national governing body for the sport of rowing in the United States. USRowing selects, trains, and manages the teams that represent the U.S. in international competition.

The organization serves multiple constituencies including novice learn-to-rowers, parents of rowers, masters rowers, adaptive rowers, collegiate rowers, indoor rowers and, most recently, coastal rowers.

We are focused on growing diversity, equity, and inclusion within the sport of rowing on a national scale, on increasing support for our national team programs, and providing additional benefits and value to our membership (approximately 80,000 individuals) and clubs.

Role
The Membership Compliance Coordinator is responsible for providing the highest level of support to USRowing members. The Membership Compliance Coordinator assists the Director of Member Services and Referee Programs, the Director of Talent, Operations and Safe Sport, and other staff in the day-to-day operations as well as the maintenance and improvement of the membership database. Travel will be required to assist the membership team at regattas nationwide. The successful candidate is a highly motivated, numbers-driven, results-oriented team player who enjoys interacting with people, especially those who have an affinity for the sport of rowing.

Responsibilities
• Answer incoming calls and emails from members troubleshooting the membership portal, service questions, billing issues, and general member concerns
• Responsible for Safe Sport inquiries and compliance
• Ensure participant compliance for membership, waiver, and SafeSport training for events
• Update member information in the member database as needed
• Work with membership staff to stay updated on product knowledge and be informed of any changes in organizational policies
• Identify and implement new procedures to improve member support service
• Process credit card charges through database and mobile devices
• Responsible for daily membership financial transactions including check log, credit card reconciliation, check requisitions, etc.
• Other duties as assigned
Qualifications

- 2-3 years Customer Service experience preferred
- Essential computer skills including Microsoft Office, especially Word, Excel, PowerPoint, Outlook
- Strong communication skills, both written and verbal
- Ability to solve problems and handle complex issues
- Use creativity and attention to detail while handling multiple tasks and meeting assigned deadlines
- Ability to interpret policies and guidelines (after training)
- Enjoy working with people and contributing to a positive work environment
- Knowledge of rowing – preferred but not required
- Bachelor’s degree preferred but not required

Salary + Benefits

- Salary commensurate with experience (range $40,000 to $45,000)
- Generous paid time off policy
- Health + Dental
- Professional Development Opportunities

Candidates should send a cover letter and resume (electronic only) to Pamela Adler at pamela.adler@usrowing.org; Attn: Membership Compliance Coordinator. Please no phone inquiries.

USRowing is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. We are committed to growing diversity, equity, and inclusion in the sport of rowing and believe that works begins in our own space. We believe diversity makes us stronger and encourage individuals with diverse backgrounds and life experiences to apply to join our team.