



Job Announcement – Assistant, Customer Support Team

USA Volleyball

About USA Volleyball

Would you like to work in the Olympic/Paralympic movement with one of the most successful organizations serving one of the fastest growing and exciting sports in the world? USA Volleyball (USAV) is the national governing body for beach, indoor, sitting, snow, and para-beach volleyball in the United States with over 400,000 members, responsible for selecting the Olympic and Paralympic volleyball teams. USA Volleyball also supports a network of regional associations, youth and junior programs, national championships, coaching and officials training, grassroots development, and the SafeSport initiative. Visit www.usavolleyball.org for more.

USAV is an equal opportunity employer committed to increasing the diversity of its community. We do not discriminate on the basis of race, color, national origin, gender, age, religion, gender identity or expression, disability, or sexual orientation in our programs and activities or our employment practices. To learn more about USAV's diversity, equity and inclusion efforts, please visit our DEI page at: <https://www.teamusa.org/usa-volleyball/dei>.

Job Description

Assists the Member Services Customer Support Team and Regions in all areas associated with membership. Additional hours may be required to include nights, weekends and holidays. The position is located in Colorado Springs, Colorado.

Summary of Duties and Responsibilities include but are not necessarily limited to:

- Provide timely and pleasant customer service to constituents.
- Assist in responding to emails received from our regions, club directors, members etc.
- Assist in the answering of phone calls for the Member Services and Events departments.
- Respond to help desk tickets received in the USA Volleyball Academy help desk.
- Assist with the creation of region memberships during season transition.
- Assist with season setup for regions during season transition.
- Assist with membership registration process for USA Volleyball employees, USAV BOD & USAV BOD Committees, NTDP participants, Arbitrators, event ICs etc.
- Processes refund requests from our members.
- Submits and codes invoices from NCSI for payment for background screenings.
- Assist with membership verification for international transfers.
- Assist with responding to emails received in the Events Department email when the Events Team is traveling.
- Post tournament results on the website.
- Assist in the warehouse as needed.
- Other duties and projects as assigned.

Qualifications:

- Strong organizational skills with attention to detail
- Ability to work independently or on a team
- Ability to prioritize competing tasks
- Self-starter, takes initiative to solve problems



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- Possess intermediate level experience with Microsoft Office Suite, especially Excel
- Ability to provide exceptional customer service to staff, partners and customers of USAV
- Must be able to successfully pass a USAV background screening (prior to hire date).
- Must successfully complete SafeSport training within two weeks of hire date and remain current.

Salary: \$18 - \$20/hr.

Benefits:

USAV offers a comprehensive benefits package to all full-time employees to include:

- Personal Time Off (employees in the first 5-year mark will accrue 8 hours each pay period up to a maximum of **17 days**).
- Up to 15.5 paid holidays per year
- 403B retirement plan – currently matching up to 8%
- Health Benefits (medical, dental, vision). No monthly premiums are deducted for employee-only health benefits. An opt-out rebate is provided to employees waiving USAV medical coverage should they already have coverage with a qualified group health plan.
- Paid Parental leave
- Robust EAP and wellness program
- Employer paid life insurance
- Active DEI, Social and Wellness committees
- Benefits may be modified or discontinued from time to time at the company's discretion as permitted by law

Applications accepted online only. Phone calls not accepted. Applications must be received by no later than **Friday, April 4, 2025**. Please ensure your cover letter addresses your interest in USAV and the position.

<https://recruiting.paylocity.com/recruiting/jobs/List/3611/USA-Volleyball>