



Membership Services Manager

SUMMARY

The Membership Services Manager is responsible for providing the highest level of customer service to USA Archery (USAA) members, clubs and state associations in alignment with organizational standards of excellence. The Membership Services Manager will also play a key role in supporting member and club growth development strategies, assist with awards fulfillment and provide support to the USAA online store.

Essential Functions

- Manages USAA's Zen Desk platform and phone lines to provide timely customer service support and creates operational efficiencies for individual, club, and state association members.
- Provides account assistance for membership purchases, disputes, renewals, course and event registrations, member benefits and other resources.
- Approves and processes certificate of insurance requests.
- Monitors data analytics related to promotional membership recruitment and identifies retention strategy schedules.
- Provides support to clubs utilizing USAA's point of sale system to collect membership and program registrations via the USAA membership services platform.
- Assists clubs and state associations to offer websites in alignment with USAA brand standards and to maximize local marketing capabilities.
- Manages USAA individual and club member surveys and maintains USAA member dashboards.
- Manages inventory and distributes club welcome kits, JOAD Olympian, Adult Archery Program, Olympic Archery in the Schools Program, World Records and other event or incentive awards as needed.
- Manages the USAA Insiders Club membership program to include fulfillment, recruitment, retention and overall growth strategies.
- Manages member recognition program and the USAA Bullseye membership benefit program and seeks enhanced membership benefit offerings.
- Manages USA Archery's e-commerce customer service to include order approvals, product inventory, distribution locations and returns.
- Manages annual membership and compliance reporting for USAA State Associations and related rebate and/or grant programs.
- Represents USAA at tradeshow, conferences and other promotional events and coordinates shipment of signage and other promotional items.
- Provides logistics support to the USA Archery Annual meeting and other board meetings as needed.

OTHER DUTIES

- Assists in the development and implementation of USAA budget, policies and procedures.
- Assists in the coordination of the USA Archery member newsletter.
- Recommends timely updates to the USAA website, policies and procedures, as applicable.
- Maintains program records and historical data.
- Other duties as assigned.

TOOLS/EQUIPMENT

- Standard Office Equipment

WORK LOCATION AND CONDITIONS

- Reports to the Director of Sport Development
- Office environment in Colorado Springs, CO
- Evenings and weekends required, when needed.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in sport management or related field, preferred
- Three+ years customer service experience. Experience with the Zen Desk platform a plus.
- Sport:80 Membership Services platform experience, preferred
- Proven ability to independently manage multiple complex projects and priorities with acute attention to detail and timeline of response
- Commitment to excellence and high standards
- MS Office proficiency
- Excellent written and communication skills.
- Strong interpersonal skills and ability to problem solve

BENEFITS

- Paid Vacation
- Paid Sick Leave
- Paid Time Off
- Employer contribution toward Medical, Dental, and Vision insurance coverage
- Employer paid Basic Life Insurance and AD and D (\$100,000 coverage), 60% Short-Term and Long-Term Disability
- Health Care and Child Care Flexible Spending Account

- Health Savings Account if enrolled in certain high deductible medicals plans.
- Simple IRA participation following qualifying period (Currently employer match up to 3% salary of salary)
- Eligible to enroll in supplemental/voluntary coverages

Compensation

\$50,000 to 60,000. This position is exempt.

Eligible for Annual Bonus

Annual bonus opportunity provided for meeting established performance goals at the discretion of the CEO.

Application Process

Send Cover Letter and Resume to:

Email: careers@usarchery.org

Deadline for Resume Submission

March 5th, 2025

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

