U.S. FIGURE SKATING

U.S. Figure Skating, the National Governing Body (NGB) for the sport of figure skating, is located in Colorado Springs, Colorado. U.S. Figure Skating, a non-profit organization, is a member of the United States Olympic and Paralympic Committee (USOPC) and the International Skating Union (ISU).

POSITION DESCRIPTION

U.S. Figure Skating (USFS) is seeking a Senior Manager to support the daily operations and long-term strategic goals of the Membership Division. This role is responsible for managing key functions related to the recruitment, eLearning, engagement, and retention.

Working in close collaboration with internal departments and volunteer committees, this role helps enhance the overall member experience and strengthen development pathways. The position also contributes to division-wide and organization-wide initiatives, including projects and events that support U.S. Figure Skating's broader membership and sport-development objectives.

KEY RESPONSIBILITIES

- Coordinate education and training initiatives, including webinars (Zoom), in-person and virtual workshops.
- Support the administration and ongoing management of member recognition programs.
- Assist in the development and maintenance of eLearning resources, including basic video editing, organization, and content cataloging.
- Serve as a point of contact for current and prospective coaches and officials, responding to inquiries via email and phone related to compliance, education requirements and rules of the sport.
- Administer, manage, and track continuing education units (CEUs), accreditation, and related compliance requirements.
- Guide coaches and officials through membership renewal, accreditation, and training processes, providing best practices and proactive support.
- Track and manage officials' activity, ensuring accurate records and reporting.
- Lead officials' recruitment efforts, including outreach, follow-up, and tracking of new inquiries and candidates.

QUALIFICATIONS

- Bachelor's degree required; concentration in business, sports management, or a related field.
- Deep knowledge of the structure of U.S. Figure Skating, particularly as it relates to coaches, officials, clubs, compliance and education.
- Minimum of five years of experience in an operations, program management, or related role supporting membership, education or service-based programs.
- Demonstrated project management skills, with the ability to lead multiple initiatives simultaneously and deliver results on deadline.
- Excellent written, verbal, and presentation communication skills.
- Proven ability to collaborate effectively across departments and with external partners, including volunteers and committees.
- Exceptional attention to detail and data accuracy, with the ability to maintain reliable records that support compliance, reporting, and decision-making.

PREFERRED QUALIFICATIONS

- Experience working in a membership-based or nonprofit organization.
- High level of comfort and adaptability when learning new software applications and systems. Proficiency in Microsoft Office 365 and comfort working across multiple systems and platforms.

LOCATION

Colorado Springs, Colorado

U.S. Figure Skating has a flexible work environment. This position requires in-office 4 days per week and remote work 1 day per week. **Full-time remote work will not be considered for this role**.

COMPENSATION	$65,000 – $85,000, depending on experience
CLASSIFICATION	Full-Time, Exempt
REPORTING REQUIREMENT	Reporting to the Director of Membership Operations
APPLICATION	Please send letter of application and resume to: Marlene Heck, Human Resources Coordinator mheck@usfigureskating.org

U.S. Figure Skating is an Equal Opportunity Employer and does not discriminate based on race, color, religion, national origin, gender, gender identity or expression, sexual orientation, age, disability, or any other status or characteristic protected by law or regulation. We are committed to building and sustaining a diverse team by maintaining hiring and recruiting processes that are free from bias.